
NAVAL FACILITIES ENGINEERING COMMAND
GUIDE PERFORMANCE WORK STATEMENT (GPWS)
FOR
GROUNDS MAINTENANCE SERVICES
MARCH 1993

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DATE

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This User Feedback/Comment Sheet has been provided to allow the User of the Guide Performance Work Statement (GPWS) for Grounds Maintenance Services to provide comments and recommended changes to SOUTHNAVFACENGCOM.

- . Suggested changes in format.
- . Comments on the effort required to tailor the GPWS.
- . Alternate paragraphs and approaches to describing the services to be provided.
- . Adequacy of the technical specification.
- . Alternate procedures and formats for displaying historical data, Schedule of Deductions, Contract Line Items, etc.
- . Adequacy of the User's Guide and Quality Assurance Guide.
- . Effectiveness and practicality of the suggested quality assurance plans.

(Attach additional sheets, if required)

POINT OF CONTACT: _____ (Name/Code) _____ (Telephone Number)

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USER'S GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
GROUNDS MAINTENANCE SERVICES

I. INTRODUCTION

A. Purpose. This NAVFAC Guide Performance Work Statement (GPWS) has been written to provide assistance in preparing facilities support contracts to procure grounds maintenance services. Contracts for such services may be a continuing contracting effort or a conversion of such services from in-house to contract performance under the Commercial Activities (CA) program. This NAVFAC GPWS may be used in either application. This GPWS Package consists of a User's Guide; guide contract Sections B, C, and J in the Uniform Contract Format; and a Quality Assurance (QA) Guide.

1. NAVFAC manual MO-327, *Facility Support Contract Quality Management Manual*, provides extensive information on the preparation of NAVFAC facilities support contracts, from guidance on acquisition planning through the entire PWS and surveillance program development process. This User's Guide is designed to supplement and to be used in conjunction with the NAVFAC MO-327 in developing a PWS for grounds maintenance services. It provides specific guidance on developing and tailoring this GPWS, special items which must be considered if the specification is being written in conjunction with a CA program study, and general guidance on required pre-award actions. Additional guidance on implementing CA program requirements can be found in the Supplement to OMB Circular A-76 and in OPNAVINST 4860.7B.

2. Sections B, C, and J provide suggested formats for displaying contract line (bid) items, technical specifications which the user may tailor to site specific needs, and attachments which provide supplemental information, historical data, etc.

3. The QA guide is designed to provide the framework for development of a comprehensive contract surveillance program. The user should modify and expand upon the sample QA plans provided as the GPWS is tailored.

4. This GPWS does not establish or provide NAVFAC procurement guidance or policy. Such guidance and policy may be found in the NAVFAC P-68, *Contracting Manual*.

B. Function Definition. For purposes of this GPWS the grounds maintenance function is defined to include all labor, transportation, equipment, materials, supplies, management, coordination, and supervision required to perform grounds maintenance services.

1. Included are services such as mowing, trimming, edging, fertilization, watering, pruning, cultivating, trash and litter collection, and similar services that would typically be required to maintain grounds areas. Since the following services are not considered grounds maintenance, they are not included in this GPWS. The user should consult the appropriate NAVFAC GPWS or other appropriate source should the activity desire to add these services to the grounds maintenance contract.

a. Pest control services, including control of pests in grassed areas and on plants, trees, etc., are included in the NAVFAC GPWS for Pest Control Services.

b. Maintenance of drainage structures, such as storm drains, catch basins, culverts, etc., is included in the NAVFAC GPWS for Surfaced Areas Maintenance Services.

c. Maintenance of grounds structures, such as fences, bleachers, flag poles, etc.

d. Maintenance of surfaced areas, which is included in the NAVFAC GPWS for Surfaced Areas Maintenance Services.

e. Repair of major soil erosion, which is difficult to forecast, and is best accomplished by separate contract.

f. Snow and ice removal services are included in the NAVFAC GPWS for Transportation Operations and Maintenance Services.

2. Grounds maintenance functions under the CA program are defined in OPNAVINST 4860.7B as follows:

a. Z993A: Grounds (improved) covers improved grounds including lawns, drill fields, parade grounds, athletic and recreational facilities, cemeteries, other ground areas, landscape and windbreak plants, and accessory drainage systems.

b. Z993B: Grounds (other than improved) includes small arms ranges, antenna fields, drop zones, and fire breaks. Also covers grounds such as wildlife conservation areas, maneuver areas, artillery ranges, safety and security zones, desert, swamps, and similar areas.

C. Responsibilities

1. Experience has shown that the best method of developing a facilities support contract is to involve a number of activity personnel, each having a portion of the knowledge and experience required to put the entire package together. A team of experienced activity personnel should be formed and a team leader appointed. At least one member of the team must be intimately familiar with each of the following areas:

a. Must be familiar with and understand the applicable GPWS(s) and QA Guide(s).

b. Must have working knowledge of basic contracting procedures.

c. Must have first hand knowledge of the services to be provided by contract.

d. Must be able to identify local needs/requirements that are different from the GPWS and apply specifically to the activity.

2. The following activity personnel are suggested as members of the contract development team.

a. Team Leader. The team leader will be the individual with overall responsibility for development of the contract. This includes the development and tracking of procurement milestones; ensuring that each member of the team understands what specific tasks they are responsible for and when each must be completed; and coordinating the efforts of the individual team members so that the many pieces of the procurement package fall neatly into place.

b. Specification Writer. The specification writer brings to the team technical knowledge of facilities management and a familiarity with specification formats. This will most likely be an engineer or engineering technician at the activity who has had at least some experience in writing facilities support contracts. The use of a planner and estimator (P&E) is also appropriate if one is experienced with writing contract specifications. The writer, regardless of who the person is, should have attended the Civil Engineer Corps Officers School (CECOS) course, Facilities Support Contracts for Functional Managers. Assistance and guidance may be requested from the geographical NAVFACENGCOR Engineering Field Division (EFD). The EFD may offer courses on PWS development, quality assurance, and other related subjects that may be of benefit to the specification writer.

c. Functional Manager/Customer. The functional manager is the technical representative of the team who is most familiar with the function to be contracted. Early in the tailoring process the grounds maintenance functional expert(s) and customers must determine the total scope of the services required, develop detailed inventories of the grounds areas to be

maintained, determine service frequency requirements for different areas, and identify the specific needs of the activity which may differ from this GPWS. Much of this information should already be readily available in the activity's Natural Resources Management Plan.

d. Facilities Support Contract Manager. If there is an existing grounds maintenance contract, the Facilities Support Contract Manager (FSCM) or Quality Assurance Evaluator (QAE) should be able to provide lessons learned and other information pertinent to the new specification. The FSCM/QAE will also be responsible for preparing required Quality Assurance Plans (see Quality Assurance Guide) and for ensuring that services are specified in such a way as to be inspectable.

e. Contract Specialist. The Contract Specialist provides overall contractual guidance in the preparation of the specification and the overall solicitation. This person will work with the writer in the preparation of sections B, C, and J, and will prepare the majority of the clauses in sections E, F, G, H, I, K, L, and M of the solicitation. The contract specialist will also ensure that labor laws are properly applied, competition requirements are met, fiscal policies are adhered to, the solicitation is properly advertised, etc.

f. CA Program Manager. If the specification is being prepared under the CA program, the CA Program Manager provides overall guidance on the CA program, and will ensure that the specification is developed in conjunction with required most efficient organization (MEO) and management studies.

3. The completed specification should be reviewed by customer and functional manager representatives, the activity's natural resources experts, and the Facilities Management Engineering Director. Consult appropriate EFD instructions to determine if EFD review/approval is required prior to solicitation. Review by the EFD Applied Biologist is required (by OPNAVINST 6250.4 (series)) if the specification allows the Contractor to utilize pesticides (including herbicides).

II. GPWS DEVELOPMENT AND USER CONSIDERATIONS. This section of the User's Guide discusses certain assumptions which were made and special items that were considered during the development of the Grounds Maintenance Services GPWS, and provides general information and considerations that the user should be aware of during the tailoring process.

A. Development of the GPWS. In developing this GPWS, a functional analysis, as described in NAVFAC MO-327, was performed to identify each of the major subfunctions for grounds maintenance. Each of these subfunctions was carefully reviewed to determine which could realistically be contracted for. Once a final list was developed, each subfunction was further subdivided to develop basic work requirements and standards of performance. Once all of the basic work requirements were identified for each subfunction, a performance requirements summary (PRS) table was developed and the requirements were put into narrative form.

B. GPWS User Considerations. The clauses and provisions of this GPWS are arranged in the uniform contract format as required by the Federal Acquisition Regulation (FAR). The sections to which they are assigned shall not be changed.

1. This GPWS contains sections B (Supplies or Services and Prices/Costs), C (Description/Specifications/Work Statement), and J (List of Attachments) only. These sections contain information and clauses peculiar to the technical services required, while Sections D, E, F, G, H, I, K, L, and M contain contract clauses and provisions more closely related to administrative and contractual requirements. Since the latter group will generally be the same in the majority of NAVFAC contracts, their inclusion in each GPWS would be unnecessary duplication. These clauses are included in the Uniform Contract Format Guide (UCFG) published by NAVFAC. The UCFG should be available at each of the geographical EFDs and at NAVFAC contracting offices, and should be made available to specification writers as required.

2. FAR clauses and provisions may be added or deleted as required by the FAR for specific functions, dollar limitations, bonding, small businesses, etc. They may not be altered unless specifically authorized by the FAR. Most of the clauses in sections I and L, other than those requiring tailoring (i.e. blanks to be completed), may be included by reference. All other FAR clauses and provisions shall be included in full text. Procurement offices shall make available to bidders the full text of all clauses incorporated by reference upon request.

3. Clause titles in the UCFG which include the designation "(NAVFAC)" followed by a date in parenthesis, are NAVFAC clauses which may not be altered without NAVFAC approval. All other non-FAR and non-NAVFAC clauses and provisions in the UCFG (other than those in Sections C and J) should be used substantially as shown or deleted if not applicable to the solicitation. Extensive deliverable performance requirements should not be added to these clauses, but should be included in Section C.

4. Technical Specification

a. Section C, which describes the services to be provided, should be a performance specification to the maximum extent possible. That is, over defining the Contractor's responsibilities in terms of methods or procedures should be avoided in writing the technical specifications since we hope to purchase not only the Contractor's labor, but also his/her expertise in the services to be provided and management of those services. A performance oriented specification should minimize the use of words describing "how to" and emphasize the performance standards to which the Contractor must provide the grounds maintenance services. Work outputs must be described specifically and as explicitly as possible while leaving the Contractor latitude to manage his/her own work force and choose his/her own methods for accomplishing the work.

b. On the other hand, the specification must provide enough information to clearly and precisely define the magnitude (number of services we want to buy) and quality of each of the services to be provided, as well as the scope or limit of each. This is accomplished in the GPWS by specifying, in addition to the desired outputs, schedules of accomplishment and/or specific time limitations in which all services must be completed; and listing mandatory operating procedures or steps that the Contractor must follow for some services. Such information will only slightly restrict the Contractor's latitude in managing his/her work force, but will help ensure all bidders clearly visualize the magnitude of effort which will be required to provide the clearly defined scope of work. Typically this will result in more accurate/realistic Contractor bids, make payment deductions for unsatisfactorily performed or non-performed work easier to calculate, and reduce the number of contract administration problems.

5. As you use this GPWS you will find in many instances there will be a "NOTE TO THE SPECIFICATION WRITER". These notes provide the user with additional information and/or advise the user to select the appropriate clause, insert additional information, or delete the clause in its entirety. There are also many areas within the text of the GPWS where notes indicate that additional information must be provided; e.g. start times, dates, quantities, etc. These notes will always be enclosed by the symbol "!". All that is required is to replace the note with the required information.

III. TAILORING THE GPWS. The NAVFAC GPWS for Grounds Maintenance Services is not intended to fit the requirements of a specific activity, but rather, is to serve as a model to be tailored by activities in preparing their specific PWS. The first step in tailoring a GPWS to a specific case is for the user to become intimately familiar with the GPWS and its User's Guide. The user must know what is, and is not, included in the GPWS and what was intended before any required modifications may be assessed. The PWS is the instrument that lays out the functional and technical requirements and ultimately becomes part of a contract. The User's Guide provides the user with information concerning the GPWS and provides instructions on tailoring. Users should not assume that the GPWS can

be "plugged" into their application with little or no effort. A detailed analysis of the activity's requirements will be required.

A. Getting Started

1. Scope of Work. The first step in tailoring this GPWS to a specific user activity must be to determine one of the following:

a. Are the requirements currently contracted, and will this be a continuation of the contracted services, or a consolidation of several contracts? If this is the case, this GPWS may be tailored to accomplish any desired scope of work and level of performance.

b. Are the requirements to be included in the PWS subject to a CA cost comparison study under OMB Circular A-76? If this is the case, it is mandatory that the scope of work and level of performance specified be equivalent to the level of effort that can be achieved by the MEO if the function is retained in-house. Additional information on tailoring of this GPWS for a CA program study is included in paragraph IV of this User's Guide.

2. Job Analysis. The second step should be a thorough review of Chapters 2 and 3 of NAVFAC MO-327. These two chapters outline how to perform a job analysis to determine the specific subfunctions to be contracted (including specific work requirements and standards of performance) and how to use the job analysis information and data collected to actually write the PWS. As the job analysis is being performed, the user should compare unique activity requirements with GPWS requirements to determine if any major changes are required, or if some of the questions being identified in the job analysis have already been answered in the GPWS. If major changes are required, the user will need to re-write the affected GPWS section. A thorough job analysis will make the actual tailoring of the GPWS and re-writing of paragraphs relatively easy since all required data will be readily available and the subfunctions to be contracted will be well defined.

3. Information Sources. The next step is to review The Land Management Section of the activity's Natural Resources Management Plan (NRMP) and the Basic Exterior Architecture Plan (BEAP). The NRMP contains information on basic maintenance criteria for grounds maintenance services at the activity such as mowing frequencies, types and amounts of fertilizer to be used, weed control methods, pruning procedures, etc. The BEAP contains information on the types of vegetation to be used and their location.

4. Organizing and Presenting Data. The user should now be in a position to accomplish the following: 1) Develop a grounds maintenance inventory which includes the type and location of vegetation to be maintained, as well as the measured amount of each, 2) Develop a listing of the different maintenance functions or tasks which must be accomplished for each plant type, and 3) Organize the grounds inventory and functions into parcels and levels of service based on the quality of maintenance to be received.

a. Grounds Maintenance Inventory. This inventory typically consists of a listing by location of the different types and quantities of vegetation to receive specific grounds maintenance services. For example, the number of acres of grass, linear feet of edging, and approximate number of shrubs would be among the items included in a typical inventory. Locations should be identified by parcel, as defined in paragraph III.A.4.c below. Complete and accurate inventories are of prime importance in allowing Contractors to develop precise cost estimates. Ideally, all quantities should be measured, but estimates may be used if accurate. A typical grounds maintenance inventory format is provided in Attachment J-C2 of this GPWS.

b. Functions. Following the development of the grounds maintenance inventory, the user must develop a complete list of the tasks to be accomplished. This information will be included in Attachment J-C1 of the specification. This GPWS is intended to include a majority of the functions that will be needed at the typical activity.

c. Parceling. Parcels are geographic areas that are to receive a given quality of grounds maintenance services. That is, all areas in a given parcel will receive the same specific grounds maintenance services to the same quality level. Parcels are very useful in referencing the location of any specific area and the services that area is to receive. Parcel identification must be a joint effort of the functional manager, customers, specification writer, and FSCM/QAE. The following criteria should be considered as parcels are developed:

(1) Geographical boundaries should be used whenever possible. These boundaries may be roads, walkways, or prominent land features.

(2) The size of each parcel should be somewhat geared to the maintenance level required. That is, parcels to receive a high level of maintenance should be relatively small, whereas large open areas with low levels of maintenance may be larger.

(3) The types of grounds maintenance services required must be considered since the use of maintenance levels requires that all parcels in a specified maintenance level receive the same or similar types of service.

d. Maintenance Levels. Based on land use and the frequency of visitation to the area by public or official visitors, most activities will want to vary the quality of grounds maintenance services (and the cost) provided. The maintenance level concept is used to separate, facilitate, and control the adjustment of service quality provided to individual grounds parcels. Each maintenance level will contain a distinctive mix of service requirements. Based on the maintenance level assigned to an individual parcel (Level I, II, III, IV, etc.) a high visibility area, such as base headquarters grounds, would receive a higher (and more expensive) level of service than would other facilities, such as airfield runway areas. In most cases grass cutting quality requirements will vary from one maintenance level to another, and grass cutting variations are usually the rationale for establishing different maintenance levels. For example, maintenance level I may require the Contractor to cut the grass weekly, whereas maintenance level II may require cutting every two weeks. Or, maintenance level I may require the Contractor to maintain a grass height between 1 and 2 inches at all times, whereas maintenance level II may require a height of between 2 and 4 inches. Four maintenance levels are included in the GPWS for purposes of illustration; however, the user may include more or less than four levels, depending on the specific requirements of the activity.

e. Level of Service. Determining the level (quality) of grounds maintenance services to be required in each maintenance level can be difficult. For example, since grass does not grow at a uniform rate throughout the year, there is considerably more work for the Contractor to perform in summer than in winter, except that in certain sections of the country grass does not grow rapidly during parts of the summer due to dry weather and extreme heat. Because the amount of work can vary greatly by sections of the country, by season, and by variations experienced in weather conditions from year to year, approaches should differ. Basically there are two different ways that levels of service may be specified, as discussed below.

(1) The user may specify the frequency at which each service will be performed by the Contractor. For example, the user may specify that grass in maintenance level I parcels will be cut once per week, edging will be accomplished once per month, and cultivating will be accomplished twice per month. Work can be easily scheduled by the Contractor on a monthly work plan which will state the specific day or days of the week when services will be performed.

(a) The advantages of this method are:

1 Payment deductions are easy to calculate using the Schedule of Deductions since a specific number of services are to be provided during the contract term.

2 Inspection of the work is easier since specific services are scheduled to be performed in specific parcels on specific days. For example, either the grass is cut by the scheduled day or it is not.

3 Contractors have less trouble bidding on, managing, and accomplishing the services since the amount of work to be provided is clearly and specifically defined.

(b) The disadvantage of this method is that it is difficult (if not impossible in some areas of the country) for the user to accurately predict frequency requirements. Grass cutting requirements can vary significantly from growing season to season, and even during single seasons, depending on variations in the weather. For example, in a warm, wet growing season weekly grass cuttings may not be adequate. However, the next growing season at the same activity may be hot and dry, and the Contractor may be cutting grass that does not need it.

(2) For some services, instead of frequencies the user may desire to specify that certain grounds standards be maintained. For example, the user may specify that grass in maintenance level I parcels be maintained in a height range of 1 to 2 inches at all times. Likewise, edging may be accomplished to maintain a clear area from 1/2 to 1 inch of all pavement edges. Work would then be scheduled by the Contractor on a monthly or weekly basis by projecting the work to be accomplished during the coming period.

(a) The advantage of this method is that the burden of determining and managing the frequency of services is on the Contractor, who may vary the frequencies of work as needed to match the rate of growth of vegetation. The Contractor may cut grass, for example, as often as desired, as long as the specified quality standards are always maintained, i.e., the grass in maintenance level I is always between 1 and 2 inches in height.

(b) The disadvantages of this method are:

1 Payment deductions for unsatisfactory/non-performed services may be much more difficult to calculate since the number of services to be provided is not specifically established.

a For example, if grass encroaches onto 1,000 linear feet of sidewalk for 10 days before the Contractor properly completes edging, how would one determine the value of the payment deduction? Although one could easily calculate the number of hours (using Engineered Performance Standards) and the cost required to perform edging of 1,000 linear feet, would such a deduction represent the value of the work for 10 days? How many edgings would be deducted if the encroachment had been for 20 days, or for 40 days? In each of these situations the Government would have to assume a certain number of edgings were not performed. Upon appeal by the Contractor, it may be difficult for the Government to defend these assumptions.

b Payment deductions for grass cutting can be difficult for the same reason unless the Schedule of Deductions requires the Contractor to provide a price per acre per day (ACRE DAY) to maintain the specified standards. For example, if there is 100 acres of grass in maintenance level II to be maintained between 2 and 4 inches from 1 June through 30 September (122 days), the Contractor would provide a unit price for 12,200 ACRE DAYS (122 x 100) in the Schedule of Deductions. If grass heights in five of the 100 acres exceeded 4 inches for 10 days, 50 ACRE DAYS (5 x 10) would be deducted from the Contractor's invoice.

2 Surveillance may be more difficult and time consuming since grass does not grow uniformly. Even within a single parcel the QAE will often find that in some spots or areas the grass exceeds the maximum limit, while in others it is well within standards. If deductions for such spots are to be taken, the area(s) must be measured, and the QAE may need to return each day until the work is performed. In the mean time the spots first noted as being unsatisfactory are growing larger and larger up to the point that the entire parcel is unsatisfactory.

3 Not all fixed-price grounds maintenance services lend themselves to maintenance standards. It is not generally practical to specify that fertilization and trash collection/disposal be accomplished to a set of standards. For example, it is better to have trash collected on a regular frequency instead of attempting to set limits on the number of pieces of trash that is or is not acceptable per unit of area.

(3) This GPWS is based on the Contractor providing specific grounds maintenance services at specified frequencies, rather than to specified standards. Experience in contracting for grounds maintenance services at many different activities over a number of years has shown this to be the most advantageous method of specifying the services desired. However, the user should consider the pros and cons of both methods, as well as the experience of the activity with previous grounds maintenance contracts when deciding which method to use.

B. Contract Line Items. Section B of the contract (Supplies or Services and Prices/Costs) includes contract line items for each of the services included in the contract. The specification writer and contract specialist will develop these line items in conjunction with the technical specifications, the Schedule of Deductions, the PRS table, and other portions of the contract. The sample contract line items shown in Section B of this GPWS are intended to encompass all of the services (contract requirements) to be provided in the GPWS technical specifications. Of course they must be tailored to account for the type of contract selected, contract requirements added or deleted by the user during the job analysis process, the projected start date of contract performance, and other factors including those discussed below.

1. Contract Type. A combination firm fixed-price and indefinite quantity contract is used in this GPWS because it is by far the most common type of contract for grounds maintenance services. However, other contract types may be used depending on the circumstances. The user should solicit input from the contract specialist or EFD Contract Department when deciding on the most appropriate contract type. All of the contract requirements in the PWS must be included in either the firm fixed-price or fixed unit price (indefinite quantity) contract line items in Section B.

2. Firm Fixed-Price Requirements. Firm fixed-price contract line (bid) items are bid and payment is made for the total performance of a given contract requirement over a given period of time (usually one month). These contract requirements are either fixed in scope (time, location, frequency, quantity, etc. are known or can be accurately estimated) or adequate historical data is available to make a biddable estimate. Because the scope of work is known, the Contractor agrees to perform a given requirement for a total price, and in essence there is one work order. The Contractor performs the work as scheduled and invoices are submitted for the services provided.

a. Examples. Examples of firm fixed-price contract requirements in this GPWS include grass cutting, trimming, fertilization, and edging. The scope of each of these services is clearly defined in the GPWS technical specifications (Section C) and supporting Attachments in Section J. Fixed-price contract requirements added by the user must have clearly defined scopes so that Contractors may prepare biddable estimates of the quantity of work that will be required.

b. Firm Fixed-Price Contract Line Items. The firm fixed-price contract line items may be displayed in one of three different ways in Section B. The user should contact the contract specialist or EFD if in doubt about which procedure should be used.

(1) Section B of the GPWS illustrates the most common procedure, which is to simply require bidders to provide a single lump sum price for the total performance of all the firm fixed-price contract requirements in the contract. In this case the contract must also contain a Schedule of Deductions (Section E) in which the successful bidder will break down the total bid price for each of the fixed-price requirements in the PWS; and special

invoicing instructions (Section G) which will allow the Contractor's monthly payment amounts to vary to account for seasonal variations in the grounds maintenance workload. See paragraph III.D of the User's Guide for additional information on the SCHEDULE OF DEDUCTIONS clause, and paragraph c below for additional information on special invoicing instructions.

(2) A slightly different procedure would be to include a limited number of fixed-price subline items, each of which would be broken down by a Schedule of Deductions. Subline items would be appropriate, for example, if separate prices are needed for each of several different customers. Special invoicing instructions would likely be needed in this case also.

(3) A third procedure would be to eliminate the Schedule of Deductions from the contract and provide a detailed Schedule of Firm Fixed-Price Work. Such a schedule could be formatted similarly to the sample Schedules of Deductions in paragraph III.D. Since invoices would be submitted only for the services actually completed during the month, the special invoicing procedures specified below may not need to be included in the contract, depending on how the Schedule of Firm Fixed-Price Work is structured.

c. Special Invoicing Requirements. Due to the seasonal nature of grounds maintenance services the Contractor's work effort will vary from season to season, and even from month to month. Rather than simply paying the Contractor the same fixed amount each month, it is more equitable for both the Contractor and the Government to vary the monthly payment amount for the firm fixed-price portion of the work so that it more accurately reflects the level of effort typically provided during each month of the year. The best way to accomplish this is to include a "rate of payment" table as part of the standard INVOICING INSTRUCTIONS clause in Section G of the contract. This table specifies the percentage of the firm fixed-price bid amount to be paid in each month of the contract, as illustrated in the example below. The Contractor receives a greater percentage of the fixed-price amount during the summer when the work load is heavy, and a smaller percentage in the winter when the work load is smaller. Actual rates to be included in the table must be determined by the user, and should be based on the Government estimate.

EXAMPLE RATE OF PAYMENT TABLE

January	- 3%	July	- 13%
February	- 4%	August	- 13%
March	- 5%	September	- 12%
April	- 10%	October	- 8%
May	- 12%	November	- 5%
June	- 12%	December	- 3%

3. Indefinite Quantity Contract Requirements. Indefinite quantity contract requirements are performed on an "as ordered" basis and a fixed unit price to perform one occurrence or a given quantity of each type of work is bid. Payment for this type of work is based on the unit price bid per unit times the number of units performed. Because each Government order for indefinite quantity work is paid for separately, each and every work order must be inspected and accepted as being satisfactorily complete before payment may be made. Bid prices for indefinite quantity tasks include all labor, materials, and equipment for performing a given quantity of work, such as the removal of a tree less than 6 inches in diameter, or establishment of one square yard of grass. The unit prices bid are multiplied by an estimated quantity of units to be ordered during the contract term, but only for purposes of bid evaluation, since work will only be paid for as ordered and completed.

4. Fixed-Price or Indefinite Quantity?

a. The sample indefinite quantity item for "Unscheduled Grass Cutting" is included in the GPWS to illustrate that it may be beneficial to include some grounds maintenance services simultaneously in both the firm fixed-price and indefinite quantity portions of the contract. Unscheduled grass

cutting may be needed prior to special events (changes of command, inspections, etc.) which may occur between scheduled fixed-price cuttings, or in grounds areas not covered by scheduled cuttings. Similar indefinite quantity items could be added for edging, trash collection, and other fixed-price services.

b. Many of the sample indefinite quantity unit priced items shown in Section B of the GPWS could be moved by the user to the firm fixed-price portion of the contract if the frequency or quantity of services is known, or if adequate historical data on the quantity of services is available. For example:

- If the number of tree pruning services is fairly consistent from year to year, the technical provisions for this service could be moved from the INDEFINITE QUANTITY WORK ITEMS clause to the MISCELLANEOUS FIRM FIXED-PRICE SERVICES clause, and information added on the number of prunings that would be required each year. Of course corresponding changes would also need to be made to the Schedule of Indefinite Quantity Work and the Schedule of Deductions.

- If the grounds maintenance specification is being written as part of a larger contract that contains provisions for the accomplishment of firm fixed-price service calls, such as a contract for base maintenance services, many of the sample indefinite quantity items could be accomplished by service call. Tree removal services, erosion control, stump and above ground root removal, and other services could all be accomplished as a service call under such a contract if information on the quantities historically required is available.

5. Separately Priced Options to Extend. The sample contract line items in Section B of this GPWS assume that the initial term (base period) of the contract will be for 12 months. Normally this is the case for grounds maintenance contracts, which may begin at any time during the fiscal year and be funded with funds current in the fiscal year of award. However there are cases, such as when adequate funds are not available, when the initial term could be less than 12 months in length. For example, the initial contract term could be for six months, beginning on 1 April and ending on 30 September. If the initial term will be less than 12 months consider the following.

- a. Contract line items 0001 and 0002 in Section B will need to specify the number of months in the initial contract term and the appropriate proportionate number of units in the Schedule of Indefinite Quantity Work.

- b. Additional contract line items (e.g., 0003, 0004, etc.) will need to be added to Section B to account for at least one full 12 month option period. Additional contract line items may be added for subsequent option periods if desired. Check with the contract specialist for specific requirements.

- c. The PERFORMANCE PERIOD OF CONTRACT clause in Section F and the BASIS FOR AWARD clause in Section M must be modified accordingly. Check with the contract specialist for specific wording of these clauses and for other changes that may be required.

- d. Schedules of Deductions, one for the initial period and one for each of the separately priced 12 month option periods, must be included in the contract. Of course the items of work and number of units in the Schedules of Deductions must agree with the firm fixed-price contract line items in Section B and the scopes of work defined in Section C. Paragraph III.D of this User's Guide provides more in depth information on the development of Schedules of Deductions.

- e. If special invoicing instructions are included, a separate rate of payment table will need to be developed for the base period of the contract.

6. Other Clauses. Specific clauses included in Section B differ from NAVFAC EFD to EFD. The user must contact the activity's geographical EFD to identify the specific clauses, if any, which may be required.

C. Technical Specifications. The technical specifications, Section C, are the single most important part of a PWS. Within this section the user should describe in detail what services are desired and when they are to be performed. The technical specifications provided in the GPWS are designed to meet the general requirements of most activities. These must be modified to comply with local conditions and requirements, and to add any special or unique requirements. A job analysis, as described in NAVFAC MO-327, should provide the data required to tailor the technical specifications.

D. Schedule of Deductions. If used the SCHEDULE OF DEDUCTIONS clause in Section E is one of the most important items that the specification writer must consider in tailoring this GPWS, since it directly affects the degree of difficulty required to make payment deductions for unsatisfactory performance and nonperformance of work. The schedule is used if a lump sum price, monthly price, or limited number of subline items are included in Section B for performance of the firm fixed-price contract requirements, and should not be used if a detailed Schedule of Firm Fixed-Price Work is included in Section B. Refer to paragraph III.B.2 for additional information on fixed-price contract line items.

1. The Schedule of Deductions requires the successful bidder to break down the firm fixed-price portion of the bid for each of the fixed-price contract requirements in the PWS. This information is used in conjunction with the CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES and ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK clauses (Section E), and the PRS table (Attachment J-E1), in making payment deductions for unsatisfactory performance and nonperformance of firm fixed-price contract requirements. The completed schedule must be provided by the Contractor within 15 calendar days after award of the contract, and the Government retains the right to reject and/or unilaterally establish a schedule if the submitted schedule is materially unbalanced.

2. The specification writer must consider changes made to the technical specifications, the length of the initial contract term, and whether schedules for separately priced option periods will be included when tailoring the two sample schedules provided below, and make corresponding changes to the PRS table. In example #1 unit prices are based on the actual quantity of work to be provided for each contract requirement, whereas in example #2 a simple price per month is obtained for each contract requirement. Although example #1 requires more detailed background data to develop, it should be used to the maximum extent possible since the detailed unit prices will make payment deductions more accurate and easier to calculate, and make it easier to ensure that the prices submitted are realistic and balanced. Example #2 should be considered only if the user does not have adequate data on the quantity of services to be performed. Of course portions of each example may be combined together, and items will need to be added and deleted based on the actual services included in the technical specifications.

a. If using the format in example #1 be sure that the number of units (quantity) for each contract requirement represents the number of services to be performed over the term of the contract, not the number of items in the inventory. For example, if there are 100 acres of grass that will be cut nine times during the contract term, the number of units in the Schedule of Deductions would be 900 (100 x 9).

b. If using the format in example #2 be sure to determine the actual number of months in which each service is to be provided, as outlined in the schedule provided in Attachment J-C1.

EXAMPLE #1

SCHEDULE OF DEDUCTIONS FOR BASE YEAR

DO NOT SUBMIT SCHEDULE OF DEDUCTIONS WITH BID

ITEM NO.	CONTRACT REQUIREMENTS	UNIT	QUANTITY *	UNIT PRICE	TOTAL PRICE
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1. Maintenance Level I
 - a. Grass Cutting (per para. C.7.a) Acre 6,660 \$_____ \$_____
 - b. Edging (per para. C.7.b) Linear Foot 186,000 \$_____ \$_____
 - c. Plant and Shrub Pruning (per para. C.7.c) Plant Pruning 520 \$_____ \$_____
 - d. Cultivation/Mulching (per para. C.7.d) Each Cultivation/Mulching 564 \$_____ \$_____
 - e. Fertilization (per para. C.7.e) Acre 50 \$_____ \$_____
 - f. Trash Collection/Disposal (per para. C.7.f) Parcel Pick-up 240 \$_____ \$_____
2. Maintenance Level II
 - a. Grass Cutting (per para. C.8.a) Acre 500 \$_____ \$_____
 - b. Edging (per para. C.8.b) Linear Foot 90,000 \$_____ \$_____
 - c. Fertilization (per para. C.8.c) Acre 150 \$_____ \$_____
 - d. Trash Collection/Disposal (per para. C.8.d) Parcel Pick-up 192 \$_____ \$_____
3. Maintenance Level III
Grass Cutting (per clause C.9) Acre 2,000 \$_____ \$_____
4. Maintenance Level IV
Vegetation Cutting (per clause C.10) Acre 500 \$_____ \$_____
5. Miscellaneous Firm Fixed-Price Services

ITEM NO.	CONTRACT REQUIREMENTS	UNIT	QUANTITY *	UNIT PRICE	TOTAL PRICE
	a. Ditch Cleaning (per para. C.11.a)	Linear Foot	1,300	\$_____	\$_____
	b. Fence Line Maintenance (per para. C.11.b)	Linear Foot	2,920	\$_____	\$_____
				TOTAL = \$_____ (Must equal amount bid for contract line item 0001)	

* Represents number of units per year. For example, for contract requirement 1.a, 180 acres per cut X 37 cuttings per year = 6,660 Acres

EXAMPLE #2

SCHEDULE OF DEDUCTIONS FOR BASE YEAR

DO NOT SUBMIT SCHEDULE OF DEDUCTIONS WITH BID

ITEM NO.	CONTRACT REQUIREMENTS	UNIT	QUANTITY	UNIT PRICE	TOTAL PRICE
1.	Maintenance Level I				
	a. Grass Cutting (per para. C.7.a)	MONTH	12	\$_____	\$_____
	b. Edging (per para. C.7.b)	MONTH	8	\$_____	\$_____
	c. Plant and Shrub Pruning (per para. C.7.c)	MONTH	2	\$_____	\$_____
	d. Cultivation/Mulching (per para. C.7.d)	MONTH	4	\$_____	\$_____
	e. Fertilization (per para. C.7.e)	MONTH	1	\$_____	\$_____
	f. Trash Collection/Disposal (per para. C.7.f)	MONTH	12	\$_____	\$_____
2.	Maintenance Level II				
	a. Grass Cutting (per para. C.8.a)	MONTH	12	\$_____	\$_____
	b. Edging (per para. C.8.b)	MONTH	7	\$_____	\$_____

ITEM NO.	CONTRACT REQUIREMENTS	UNIT	QUANTITY	UNIT PRICE	TOTAL PRICE
	c. Fertilization (per para. C.8.c)	MONTH	1	\$_____	\$_____
	d. Trash Collection/Disposal (per para. C.8.d)	MONTH	12	\$_____	\$_____
3.	Maintenance Level III Grass Cutting (per clause C.9)	MONTH	9	\$_____	\$_____
4.	Maintenance Level IV Vegetation Cutting (per clause C.10)	MONTH	2	\$_____	\$_____
5.	Miscellaneous Firm Fixed-Price Services				
	a. Ditch Cleaning (per para. C.11.a)	MONTH	1	\$_____	\$_____
	b. Fence Line Maintenance (per para. C.11.b)	MONTH	2	\$_____	\$_____
				TOTAL =	\$_____
				(Must equal amount bid for contract line item 0001)	

E. Performance Requirements Summary. As the GPWS is being tailored a PRS Table should be prepared. This table will be included in Section J of the PWS and will be used primarily by the Administrative Contracting Officer (ACO), in conjunction with the CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES, ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK, and SCHEDULE OF DEDUCTIONS clauses, in making payment deductions for unsatisfactory performance or nonperformance of contract requirements. Additionally, the table is also very useful in the preparation of QA plans (as discussed in the QA Guide to this GPWS) and the Schedule of Deductions, and to provide the FSCM, QAEs, and customers a convenient overview of services to be provided. A sample PRS Table, which reflects the contract requirements and work requirements of this GPWS, is provided in Attachment J-E1 of the GPWS. Suggested maximum allowable defect rates (MADRs) and weights are also shown. The user should modify this table to reflect the tailored PWS's requirements and consideration of the various factors which influence the selection of MADRs and work requirement weights. The NAVFAC MO-327 and NAVFAC RSED (V3.2) implementation guide provide guidance on the development of PRS tables, and should be referred to by the user.

F. Reviewing the Tailored PWS. Conflicting contract requirements inevitably lead to last minute bid inquiries, protests, claims, and difficulties in contract administration. As a result, the Government may pay more for required services; does not obtain the services which were intended; and/or spends a great deal more in contract administration effort than would normally be warranted. To avoid such problems, the user should carefully review the tailored PWS to find and eliminate any inconsistencies which may have been created during the tailoring process.

1. One way to eliminate inconsistencies is through the use of a matrix type check, such as that shown in Table 1 below. Such a matrix can prove to be an effective check on the consistency of the contract requirements. By matching the function with the applicable clause(s), the user can easily review those clauses which apply to a particular function without having to continually scrutinize the entire specification.

2. Another, and probably easier way for activities which have word processing software, is to perform a search on a key word(s). For example, if we wanted to review all contract requirements for "grass cutting", the software can search the entire document for those key words, and stop every time it encounters them. In this way, the specification writer can quickly check for inconsistencies which may have been overlooked during previous reviews.

TABLE 1

EXAMPLE MATRIX CHECK FOR GROUNDS MAINTENANCE SERVICES

CONTRACT REQUIREMENTS					
Clause	Maintenance Level I	Maintenance Level II	Maintenance Level III	Maintenance Level IV	Maintenance Level V
C.7	X				
C.8		X			
C.9			X		
C.10				X	
C.12					X
J-E1	X	X	X	X	X

IV. COMMERCIAL ACTIVITIES (CA) PROGRAM CONSIDERATIONS. This section of the User's Guide discusses some of the special items which must be considered when using this GPWS to prepare a PWS as part of a CA program study.

A. Scope of Work. The user must remember that the scope of work and standards of performance specified in the PWS must be equivalent to the projected capabilities of the MEO. This may require some additional tailoring of the GPWS to ensure that all of the services to be performed by the MEO are included and clearly described in the PWS.

B. Separately Priced Options to Extend. OMB Circular A-76 requires in-house and Contractor bids to be evaluated on at least a three year basis whenever funding can cross fiscal years, as in the case of grounds maintenance services. This means that Section B must contain contract line items for a twelve month base period (items 0001 and 0002) and at least two, one year, separately priced option periods (items 0003 and 0004, and 0005 and 0006). In no case may the total contract term exceed 60 months.

C. Multi-Function CA Contracts. In many instances CA program studies involve contracts containing more than one functional area or service. For example, the user may want to study pest control services in conjunction with grounds maintenance services, and issue a single solicitation. Since most NAVFAC GPWSs are written in the same format, the technical requirements of Sections C and J of this guide may be easily combined with those of other GPWSs to produce a tailored multi-function PWS.

V. PRE-AWARD CONSIDERATIONS. Prior to award it is essential that the activity consider the following aspects of the operation and administration of a grounds maintenance contract. Additionally, Chapters 5 and 6 of NAVFAC MO-327 discuss a number of items which must be considered, including a pre-award survey of the apparent low, responsive, responsible bidder, and a review of the submitted quality control program.

A. Quality Assurance Evaluator Training. It is vitally important to have an adequate number of qualified QAEs on board prior to the contract start date. In fact NAVFAC EFD contract offices will not allow contracts to be advertised until the activity provides assurance that such resources will be provided. NAVFAC P-68, *Contracting Manual*, details NAVFAC policy for minimum training requirements for personnel involved in NAVFAC contracts. The manual requires

all individuals assigned to QAE duties to attend the QAE training course provided by each of the EFDs within six months of their assignment, or have equivalent training as determined by the ACO. If this training has not been received, the activity should take steps to have the QAE(s) attend the next available course and in the meantime should develop a local training program. The EFD (Code 16) should be contacted for QAE training scheduling or assistance. The QAE should have a good working knowledge of inspection procedures and requirements for grounds maintenance services. Prior to bid opening it is essential that the QAE become familiar with the specification.

B. Site Visits. The QAE or other Government representative should be prepared to conduct site visits with potential bidders after inviting bids, when directed by the Contracting Officer or Contract Specialist. The purpose of these visits is to familiarize Contractors with the location of contract requirements, not to provide additional information which should have been included in the PWS. QAEs must be briefed by the ACO or the Contract Specialist as to what can and cannot be said to potential bidders during site visits. Customers must also be briefed on precautions to be taken so as not to reveal sensitive information to potential bidders during these visits.

C. Government Furnished Property. Are Government furnished facilities, equipment, and materials, if any, ready for turnover? Has a property administrator been assigned as required by NAVFAC P-68, paragraph 45.303?

D. Quality Assurance Plans. Are adequate QA Plans prepared and ready for use?

END OF USER'S GUIDE SECTION

GUIDE PERFORMANCE WORK STATEMENT
FOR
GROUNDS MAINTENANCE SERVICES

PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

!*****
NOTE TO SPECIFICATION WRITER: Some NAVFAC Engineering Field Divisions (EFDs) require additional clauses to be added to Section B. The user must contact the appropriate geographical EFD to identify additional clauses, if any, which may be required.

The numbering system for contract line items and subline items shall follow the method prescribed in Subpart 204.71 of the DOD FAR Supplement. In the following example contract line item 0001 is prepared as a single line item supported by a Schedule of Deductions and special invoicing procedures. Alternate methods would be to include a limited number of subline items, each of which would be broken down by a Schedule of Deductions; or to eliminate the Schedule of Deductions from the contract and prepare a detailed Schedule of Firm Fixed-Price Work, with detailed contract line items similar to those in the Schedule of Deductions. See paragraph III.B.2.b of the User's Guide.

Paragraph III.B.2.c of the User's Guide provides information on special invoicing requirements which the user should consider adding to the INVOICING INSTRUCTIONS clause in Section G.

*****!

SCHEDULE

Item				Unit	
No.	Supplies/Services	Quantity	Unit	Price	Amount
0001	<u>FIRM FIXED-PRICE WORK:</u> Price for the BASE PERIOD (12 months) for all work specified in the contract, except for work specifically identified as being included in the Indefinite Quantity portion of the contract.				
	TOTAL PRICE FOR CONTRACT LINE ITEM 0001				\$_____
0002	<u>INDEFINITE QUANTITY WORK:</u> Price for the BASE PERIOD (12 months) to perform the unit priced tasks listed in the Schedule of Indefinite Quantity Work below. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and for establishing the penal sums of bonds (if required). The price for this bid item is the total of the subline items listed in the Schedule of Indefinite Quantity Work.				

SCHEDULE

Item		Estimated	Unit	Unit	
No.	Supplies/Services	Quantity		Price	Amount

!*****
NOTE TO SPECIFICATION WRITER: The quantities in the Schedule of Indefinite Quantity Work are shown for illustration only. Add or delete items as required when tailoring the technical specifications and determine actual estimated quantities from activity records. The units for any item may also be changed if desired.
*****!

SCHEDULE OF INDEFINITE QUANTITY WORK

0002AA	UNSCHEDULED GRASS CUTTING (per para C.12.a)	130	ACRE	\$_____	\$_____
0002AB	RAKING (per para C.12.b)	6,000	SY	\$_____	\$_____
	TREE REMOVAL (per para C.12.c)				
0002AC	Up to 6" DBH	50	EA	\$_____	\$_____
0002AD	6.1" to 18" DBH	25	EA	\$_____	\$_____
0002AE	18.1" DBH & Larger	10	EA	\$_____	\$_____
0002AF	STUMP & ABOVE GROUND ROOT REMOVAL (per para C.12.d)	30	EA	\$_____	\$_____
0002AG	GRASSING (per para C.12.e)	10,000	SY	\$_____	\$_____
0002AH	EROSION CONTROL (per para C.12.f)	120	CY	\$_____	\$_____
0002AJ	UNDERBRUSHING (per para C.12.g)	80,000	SY	\$_____	\$_____
	TREE PRUNING (per para C.12.h)				
0002AK	Up to 6" DBH	15	EA	\$_____	\$_____
0002AL	6.1" to 18" DBH	25	EA	\$_____	\$_____
0002AM	18.1" DBH & Larger	5	EA	\$_____	\$_____
	IRRIGATION (per para C.12.i)				
0002AN	Government System Application	40	APL	\$_____	\$_____
0002AP	Contractor System Application	30,000	SY	\$_____	\$_____
0002AQ	Site Specific Application	100	APL	\$_____	\$_____
0002AR	Distant Site Application	50	APL	\$_____	\$_____
	TREE & SHRUB ESTABLISHMENT (per para C.12.j)				
0002AS	Trees - 3" trunk diameter	20	EA	\$_____	\$_____
0002AT	Shrubs - 1 gallon class size	40	EA	\$_____	\$_____
0002AU	Shrubs - 5 gallon class size	20	EA	\$_____	\$_____
0002AV	SEVERE SHRUB PRUNING (per para C.12.k)	60	EA	\$_____	\$_____

SCHEDULE

Item No.	Supplies/Services	Estimated Quantity	Unit	Unit Price	Amount
0002AX	SPRIGGING (per para C.12.m)	2,000	SY	\$_____	\$_____
0002A?	!ADD ADDITIONAL UNIT PRICED TASKS AS NEEDED!	!NUMBER!	??	\$_____	\$_____
TOTAL PRICE FOR CONTRACT LINE ITEM 0002 (0002AA THROUGH 0002A?)					\$_____
TOTAL CONTRACT PRICE(ITEMS 0001 AND 0002)					\$_____

NOTE:

APL - APPLICATION
CY - CUBIC YARD
EA - EACH
SY - SQUARE YARD

END OF SECTION B

PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

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PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

C.1 GENERAL INTENTION. The intention of this solicitation is to obtain grounds maintenance services at !INSERT NAME OF ACTIVITY! by means of a combination firm fixed-price and indefinite quantity contract.

!*****
NOTE TO SPECIFICATION WRITER: If some grounds maintenance functions are already being performed by contract or by in-house forces, the user may want to clarify the scope of work by adding a "Work Excluded" paragraph to the following clause. Be careful to avoid giving bidders the impression that if work is not specifically excluded, it is automatically included.
*****!

C.2 GENERAL REQUIREMENTS. The Contractor shall furnish all labor, supervision, equipment, and materials necessary to provide grounds maintenance services in accordance with the requirements specified herein. The services to be provided include cutting grass, edging, fertilization, collection and disposal of litter and trash, vegetation cutting and removal, underbrushing, grassing, sodding, sprigging, erosion control, tree and shrub pruning, tree and stump removal, irrigation, ditch cleaning, and other miscellaneous services as described herein. These operations shall be performed in accordance with the schedules provided in Attachment J-C1, and to the areas of the activity indicated in Attachment J-C2. The use of herbicides to accomplish certain grounds maintenance functions may be permitted if approved by the ACO in accordance with provisions specified in paragraph C.6.d.

!*****
NOTE TO SPECIFICATION WRITER: Unique functional terms should be added to the following list of definitions. Definitions not required should be deleted.
*****!

C.3 DEFINITIONS - TECHNICAL. As used throughout this contract, the following terms shall have the meaning set forth below. Additional definitions are in the "DEFINITIONS" clause in Section I.

a. Where "as shown", "as indicated", "as detailed", or words of similar import are used, it shall be understood that reference is made to this specification and the drawings accompanying this specification unless stated otherwise.

b. Where "as directed", "as required", "as permitted", "approval", "acceptance", or words of similar import are used, it shall be understood that direction, requirement, permission, approval, or acceptance of the ACO is intended unless stated otherwise.

c. Administrative Contracting Officer (ACO). The individual designated by the Contracting Officer to administer the contract. Throughout this contract, the term ACO will be used to refer to the individual designated to administer the contract or his/her designated representative. See the "DEFINITIONS" clause, Section I.

d. Contractor. The term Contractor as used herein refers to both the prime Contractor and any subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.

e. Contractor Representative. A foreman, superintendent, or manager assigned in accordance with the "CONTRACTOR EMPLOYEES" clause, Section C.

f. Debris. Debris includes, but is not limited to, paper, cans, bottles, limbs and branches, pine straw and pine cones, leaves, rocks, and other similar items.

g. Diameter at Breast Height (DBH). Diameter at breast height, as measured 4.5 feet above ground level.

h. Environmental Protection Agency (EPA). That federal agency delegated authority to enforce the Federal Insecticide, Fungicide and Rodenticide Act (FIFRA).

i. Fertilization. Fertilization is the process of applying nutrient elements to the soil where the soil has become deficient in nutrients essential for proper plant growth.

j. Grass Cutting. Grass cutting shall include cutting and trimming, within the designated area, all grasses, weeds, and other vegetation which is one inch or less in diameter (at ground level).

k. Maintenance Level. A designation used to specify the frequency of services and type of grounds maintenance required on a land parcel.

l. Parcel. A given area of land. Each area shown on maps accompanying this specification is divided into various parcels.

m. Pruning. Pruning is selectively removing unwanted growth to make a plant or tree grow or respond in a desired manner. Pruning differs from "shearing". Pruning involves selection and judgment. "Shearing" means clipping all growth on a plant at a uniform distance and shape.

n. Quality Assurance. A method used by the Government to provide some measure of control over the quality of purchased goods and services received.

o. Quality Assurance Evaluator (QAE). The Government employee designated by the ACO who monitors Contractor performance.

p. Quality Control (QC). A method used by the Contractor to control the quality of goods and services provided.

q. Regular Hours. The Government's regular (normal) working hours are from !STARTING HOUR! to !ENDING HOUR!, Mondays through Fridays except (a) Federal Holidays and (b) other days specifically designated by the ACO.

!*****
NOTE TO SPECIFICATION WRITER: Government furnished property may include real property or personal property. The specification writer must clearly identify Government furnished facilities, Government furnished equipment, and Government furnished material, if any. The following clauses should be modified as needed to fit the activity's specific situation and needs. Normally the activity

should attempt to provide at least a lay down site where the Contractor may store grounds maintenance equipment. Such a site, if available, would tend to reduce the cost of contracting. The provision of minimal office space and/or equipment maintenance facilities should also be considered, if available. Remember that if a CA program study is being conducted, decisions on whether or not to provide Government furnished facilities and equipment must be based on an economic analysis. Refer to OPNAVINST 4860.7B.

*****!

C.4 GOVERNMENT FURNISHED PROPERTY AND SERVICES. In accordance with the "GOVERNMENT FURNISHED PROPERTY (FIXED-PRICE CONTRACTS)" clause in Section I, the Government will provide the Contractor the option of using certain Government owned !MODIFY AS REQUIRED! facilities, equipment, materials, and utilities for use only in connection with this contract. The use of Government furnished property and services for other purposes is prohibited. All such facilities, equipment, and materials will be provided in "as is" condition.

!SELECT EITHER a. OR a.(OPTIONAL):!

a. Government Furnished Facilities. The Government will furnish or make available to the Contractor the facilities described in Attachment J-C3. The Contractor shall be responsible and accountable for such facilities accepted for use and shall take adequate precautions to prevent fire hazards, odors, and vermin. Janitorial services for Government furnished facilities shall be provided by the Contractor. The Contractor shall obtain written approval from the ACO prior to making any modifications or alterations to the facilities. Any such modifications or alterations approved by the Government will be made at the expense of the Contractor. At the completion of the contract, all facilities shall be returned to the Government in the same condition as received, except for reasonable wear and tear. The Contractor shall be held responsible for the cost of any repairs caused by negligence or abuse on his/her part, or on the part of his/her employees.

a.(OPTIONAL) Government Furnished Facilities. The Government will not provide office space or operational facilities to the Contractor. The Contractor shall secure and maintain the necessary office space and other facilities required for the performance of this contract at his/her own expense.

!*****

NOTE TO SPECIFICATION WRITER: The specification writer must determine what equipment and material will be provided to the Contractor and select from the following paragraphs as appropriate. Equipment and material should normally not be provided to the Contractor unless economically justified under a CA program study. Extensive equipment and material listings should be placed in Attachments J-C4 and J-C5 respectively, including identification number, age, location, quantity, size or capacity, etc. Specific maintenance requirements beyond the general requirements of this clause should also be detailed in these Attachments. If items are located at other than Government furnished facilities, specify location and responsibility for transportation. If no equipment or material will be provided to the Contractor, the OPTIONAL clauses should be used.

*****!

!SELECT EITHER b. OR b.(OPTIONAL):!

b. Government Furnished Equipment. The Government will provide the Contractor the use of existing and available Government owned tools and equipment in the performance of the contract. Such Government furnished tools and equipment are listed in Attachment J-C4.

(1) The Contractor shall provide periodic servicing, maintenance, and repair of the equipment accepted for use at no cost to the Government, and the total or partial breakdown or failure of the Government furnished equipment shall not relieve the Contractor of responsibility to fully perform the work of the contract. Upon completion or termination of the contract, all Government owned equipment shall be returned to the Government in the same condition as received, except for normal wear and tear. Equipment which becomes worn out due to normal wear and tear shall be returned to the Government and its replacement shall be the responsibility of the Contractor at no cost to the Government. Equipment so acquired shall remain the property of the Contractor. The Contractor shall be responsible for the cost of any repairs or replacement caused by negligence or abuse by the Contractor or his/her employees.

(2) The Contractor and the ACO shall conduct a joint inventory before commencing work under this contract to determine the exact number and serviceability of Government furnished equipment. The Contractor shall then certify the findings of this inventory, assume accounting responsibility, and subsequently report inventory discrepancies to the ACO. Government furnished equipment shall not be removed from the activity unless approved by the ACO in writing.

b.(OPTIONAL) Government Furnished Equipment. The Contractor shall furnish all tools and equipment required for the performance of this contract. The Government will not provide tools or equipment to the Contractor.

!SELECT EITHER c. OR c.(OPTIONAL):!

c. Government Furnished Material. The Government will furnish the material described in Attachment J-C5 to the Contractor on a one time basis. The Contractor and the ACO shall conduct a joint inventory before commencing work to determine the exact amount and serviceability of Government furnished materials. The Contractor shall then certify the findings of this inventory, assume accounting responsibility for all materials accepted for use, and provide documentation supporting issue/use of such material. Upon depletion of material provided to the Contractor by the Government, the Contractor shall furnish all material to perform the work of the contract, except as otherwise specified herein. Upon completion or termination of this contract a second joint inventory shall be conducted, if necessary, of all unused Government furnished materials. The Contractor shall be held liable for all materials which cannot be accounted for by issue/use documentation.

c.(OPTIONAL) Government Furnished Material. The Government will not provide any materials to the Contractor.

d. Availability of Utilities. The Government will furnish the following utility services at existing outlets for use in those facilities provided by the Government, and as may be required for the work to be performed under the contract: electricity, steam, natural gas, fresh water, sewage service, and refuse collection (from existing collection points). Information concerning the location of existing outlets may be obtained from the ACO. The Contractor shall

provide and maintain, at his/her expense, the necessary service lines from existing Government outlets to the site of work.

!SELECT EITHER (1) OR (1)(OPTIONAL):!

(1) Utilities specified above will be furnished at no cost to the Contractor.

(1)(OPTIONAL) The Contractor shall pay for utilities consumed and shall, at his/her expense, install meters as required by the ACO to measure consumption of utilities provided by the Government. Rates for reimbursement to the Government of metered utilities will be: !LIST THE RATES OF REIMBURSEMENT PER TYPE OF SERVICE PROVIDED!

(2) A restricted telephone line (USOC Class RS4) for on base calls will be provided by the Government at no cost to the Contractor. The Contractor shall install commercial telephone service, and all service and toll charges shall be paid for by the Contractor.

!*****
NOTE TO SPECIFICATION WRITER: Generally there are few specific material standards to be specified for grounds maintenance services beyond the general requirements of the following clause. If the user adds services for which specific material standards are needed, they may be specified in either this clause or in an attachment in Section J.
*****!

C.5 CONTRACTOR FURNISHED ITEMS. Except for the items listed in clause C.4, the Contractor shall provide all facilities, equipment, materials, and services to perform the requirements of this contract.

C.6 MANAGEMENT AND GENERAL WORK REQUIREMENTS. The Contractor shall manage the total work effort associated with the grounds maintenance services required herein to assure fully adequate and timely completion of these services. Included in this function are a full range of management duties including, but not limited to, planning, scheduling, report preparation, and quality control. The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practices.

a. Work Control. The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to assure labor, equipment, and material are available to complete work requirements within the specified time limits and in conformance with the quality standards established herein. Verbal scheduling and status reports shall be provided when requested by the ACO. The status of any item of work must be provided within !INSERT! hours of the request during normal working hours, and within !INSERT! hours after regular working hours.

b. Work Outside Regular Hours. Except as may otherwise be specified, all work shall be performed during regular working hours. If the Contractor desires to carry on work on Saturday, Sunday, holidays, or outside regular working hours, he/she must submit application to the ACO for approval.

!*****
NOTE TO SPECIFICATION WRITER: In the following paragraph specify those areas, if any, where work must be scheduled to be accomplished only during specific time periods, such as other than during normal working hours, prior to 12:00 noon, etc.
*****!

c. Work Schedule. The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference is unavoidable, the Contractor shall make every effort to minimize the impact of the interference and its effects. Proposed work schedules shall be submitted to the ACO monthly at least five working days prior to the start of the schedule month, and shall indicate the proposed date of accomplishment of all required services by parcel. Once approved, the Contractor shall strictly adhere to the schedule in order to facilitate the Government's inspection of the work. The ACO shall be notified at least two working days in advance of the scheduled date of any work requirements which will not be accomplished as scheduled. Whenever non-essential services have been scheduled on the date a holiday occurs, such services shall be performed on the following working day.

!*****
NOTE TO SPECIFICATION WRITER: "Herbicides" are classified as "pesticides" by federal law, and their use must be controlled accordingly. Contractor licensing requirements for herbicide application vary substantially from state to state and are often complicated and confusing. Consequently, OPNAVINST 6250.4A requires that all specifications which allow the Contractor to utilize herbicides be reviewed by the EFD Applied Biologist prior to solicitation. Early coordination with the Applied Biologist is recommended since the generic requirements provided below may not be adequate.
*****!

d. Herbicides. The Contractor shall be licensed by the applicable state agency to provide vegetation control in the categories specified in this contract. All work shall be in accordance with federal, state, local, and installation laws and regulations. All tanks, hoses, pumps, control valves, and gauges shall be free of visible deterioration, shall not leak, and shall operate at the manufacturer's recommended rates and pressures. Equipment which has failed shall be replaced and/or repaired by the Contractor prior to resuming operations. Extreme care shall be exercised to avoid entry of herbicides into drainage structures, streams, ditches, etc.

(1) Control Methods. The Contractor shall utilize only herbicides registered by the Environmental Protection Agency and applicable state lead agency for the use intended. Labels and material safety data sheets shall be submitted for the ACO's approval for each herbicide intended to be used within 30 calendar days after award of the contract. Use shall be in strict compliance with label directions for the control of the target weeds. Any proposed changes in approved herbicide usage shall be submitted for the ACO's approval at least five working days in advance of the anticipated need.

(2) Contractor Superintendence. All work involving the handling and/or use of herbicides shall be by a certified applicator, or under the line of sight supervision of a certified individual who is in direct communication with the applicator. The certified supervisor shall be readily accessible for consultation with the ACO at all times during herbicide operations.

(3) Uncertified Personnel. Uncertified personnel who apply herbicides shall have been employed in weed control for a minimum of 30 days and have received training in:

(a) Selection, application, and evaluation of appropriate control procedures.

(b) Safe and effective application techniques, and the calibration and use of all equipment required.

(c) Handling, storage, and transfer of herbicide materials as required.

(d) Reading, interpreting, and following herbicide label instructions.

(e) Use and maintenance of all required safety equipment.

(f) The consequences of preparing a herbicide to be given or sold to an individual other than an authorized employee of the Contractor or regulatory official.

(g) Procedure for handling herbicide spills, including reporting procedures.

(h) The security of vehicles and equipment.

(4) Herbicide Use Records. The Contractor shall maintain daily records of all herbicide usage on NAVFAC Form 6250/3. This form shall be filled out daily as weed control operations are performed, and all entries must be completed within 24 hours of chemical usage. Completed forms shall be made available upon request for inspection, and shall be forwarded to the ACO with the monthly invoice each month following the month of operation. Forms which are rejected by the ACO due to improper preparation shall be corrected and resubmitted by the Contractor at no additional cost to the Government. Blank forms will be provided by the Government. See Attachment J-C6 for additional information.

!*****
NOTE TO SPECIFICATION WRITER: Maintenance level I is the designation given in this GPWS to areas requiring the highest quality of grounds maintenance. Typical Level I areas are around headquarters buildings, hospitals, VIP routes, etc.
*****!

C.7 MAINTENANCE LEVEL I. (Administrative Areas) The Contractor shall provide grounds maintenance services in maintenance level I areas at the times and frequencies specified in Attachment J-C1. Attachment J-C2 provides information on the location and geographic boundaries of the land parcels which make up maintenance level I areas, and a summary of the types and quantity of vegetation which they contain.

a. Grass Cutting. All grassed areas located within this maintenance level shall be cut to a uniform height between !INSERT! and !INSERT! inches at the frequencies specified in Attachment J-C1. Grass areas close or adjacent to

buildings, hydrants, parking lots, manholes, fences, trees, hedges, and shrubs are included in mowing requirements, and may require hand mowing. If any bare ground within the limits of a lawn area becomes vegetated with grass, weeds, or other similar growths through natural spread, i.e., not artificially planted, it shall be maintained as part of the basic contract.

(1) Prior to cutting, any trash, paper, or other debris that would detract from the finished appearance of the cut or present a safety hazard shall be removed. Such debris includes but is not limited to paper, cans, bottles, limbs, pine cones, rocks, and other such objects within the maintenance area, and shall include trash, paper, dead leaves, and other debris lodged in shrubs, hedges, fences, and along foundation and other walls. Debris shall be disposed of off the activity the same day as collected.

(2) Grass cutting is to be accomplished free of scalping, rutting, bruising, and uneven and rough cutting. Cutting equipment shall have sharp cutting edges which produce a neat, clean, even cut. Use of cutting equipment which is out of adjustment, thereby causing streaks or irregularities, uneven cutting, plowing, or gouging of the soil shall not be permitted. After cutting, grass shall have a uniform height. Grass clippings shall be uniformly distributed over the mowed area, and shall not be windrowed or allowed to be deposited in piles or clumps. Grass clippings and trimmings shall be removed from sidewalks and other paved areas the same day the grass is cut and disposed of off the activity.

(3) Trimming around trees, shrubs, flower/shrub beds, cultivated areas, poles, walls, valves, and other similar objects shall be accomplished to match the height and appearance of the surrounding mowed grass. Trimming may be accomplished by hand clipping, by use of portable string trimmer equipment, or by herbicide treatment. Trees and shrubs shall not be damaged by trimming operations. Trimming with herbicide treatment shall be confined to an area extending 12 inches from the object being trimmed. Grassed areas, trees, or shrubs which are killed or damaged as a result of the Contractor's work shall be repaired or replaced by the Contractor at no cost to the Government. Trimming operations shall be considered a part of grass cutting and shall be accomplished concurrently (same day) with grass cutting operations. Grass cutting will not be considered complete until all trimming operations are accomplished.

b. Edging. All sidewalks, driveways, street edges, curbs, and other paved areas located within this maintenance level shall be edged in accordance with the frequencies specified in Attachment J-C1. Edging shall create a ½-inch wide and one-inch deep clear zone immediately adjacent to the paved surface. Edged lines shall be neat and clean, and shall be free of scalping, rutting, bruising, and uneven and rough cutting. Vegetation which has encroached onto paved areas shall be removed and disposed of off the activity.

(1) All edging shall be performed by mechanical (non-herbicidal) means, except where driveway and street pavement edges are not discernable due to grass encroachment. In these cases a straight and even line approximating the pavement edge shall be established and maintained using a contact herbicide or by mechanical means. Herbicides shall not be used to eliminate or reduce normal mechanical edging along discernable straight paved edges such as sidewalks, curbs, etc.

(2) In conjunction with the performance of edging all vegetation shall be removed from expansion joints and cracks in all paved surfaces in the parcel

being edged. Herbicides may be utilized to reduce the amount of mechanical work.

(3) Debris generated by edging operations which falls or is thrown on sidewalks, curbs, gutters, or streets; or is thrown on nearby grass shall be removed from the site the same day the edging is accomplished and disposed of off the activity.

c. Plant and Shrub Pruning. Shrubs, hedges, and cultivated plants shall be pruned at the frequency shown in Attachment J-C1. All clippings and debris shall be removed from the site the same day and disposed of off the activity. Pruning shall be accomplished so as to:

(1) Remove new growth attaining a length of !INSERT! inches.

(2) Reduce the size and growth rate of each plant by clipping approximately 20% to 30% of the total surface area approximately three to six inches inside the normal "pruned surface". This interior clipping (20% to 30%) shall be uniformly distributed over the entire plant. This procedure shall be performed as a part of the normal pruning operation (when new growth is removed).

(3) Evenly form and balance the plant in order to shape it according to its natural growth habits. "Box" or "circular" shaping is not acceptable, except with hedges. Hedges shall be sheared or pruned, as appropriate, to maintain their established shape and appearance.

(4) Remove dead, damaged or diseased wood. If the entire plant should die, remove the entire plant to six inches below ground level. If in a lawn area, the hole and any other surface damage caused by removal shall be filled with topsoil, fertilized, raked, and seeded. If the hole is not in a lawn area, it shall be filled with topsoil and the surface prepared to match the surrounding surface, or a delivery order will be issued and another shrub planted.

(5) Remove vines, tree sprouts, ground cover, or any other extraneous vegetative growth from under or on the plant.

(6) Prune or remove growth in front of windows, over entrance ways or walks, or where vision is obstructed at street intersections.

d. Cultivation and Mulching of Shrubs, Hedges, and Flower Beds. Shrubs, hedges, and flower beds shall be cultivated and mulched at the frequencies and times specified in Attachment J-C1. Cultivation shall be extended a sufficient distance from bases of shrubs to ensure their protection from damage by lawn mowers and trimmer/edgers, and to provide proper care for the plants, but in no case less than 18 inches. Cultivation shall be extended to a depth of two inches, care being taken that the roots of the plants are not damaged. All extraneous vegetation, such as grass, weeds, and tree sprouts shall be removed. All edges shall be worked to a neat and true line. All timber, brick, concrete, aluminum, or plastic bed edging shall be realigned as needed. Debris encountered during cultivation shall be removed and disposed of off the activity. Mulch in bed areas, such as wood bark chips, pine straw, etc., shall be well groomed after cultivation. Additional mulch, of the same type as existing, shall be provided and placed around all shrubs and flower beds as required to maintain a minimum depth of three inches. Shrubbery without

existing mulch shall be mulched to a minimum depth of three inches with !INSERT TYPE! mulch.

!*****
NOTE TO SPECIFICATION WRITER: The user should contact the geographic EFD Natural Resources Branch for guidance on the type and amount of fertilizer to require, the period of application, etc.
*****!

e. Fertilization. The Contractor shall furnish and uniformly apply !INSERT! pounds per acre of !__! - !__! - !__! (N-P-K) analysis fertilizer to all parcels within this maintenance level. Fertilizer shall be applied at the frequency and during the periods specified in Attachment J-C1. Fertilizer shall be granular, contain the specified amounts of nutrient elements (Nitrogen, Phosphorus and Potassium), and conform to Federal Specification O-F-241, Type 1, Class 2. Fertilizer shall be delivered to the site in the original, unopened containers bearing the manufacturer's chemical analysis, name, trade name, trademark, and indication of conformance to state and federal laws. In lieu of containers, fertilizer may be furnished in bulk if accompanied by a certificate indicating the above information with each delivery. Fertilizer shall be applied only when grass blades are free of moisture. Ground cover plants and shrubbery beds shall be fertilized concurrently with lawn application, and at the same rates. The Contractor's monthly work schedule shall reflect planned fertilization dates.

f. Trash and Litter Collection and Disposal. The Contractor shall collect and dispose of trash and litter in all grassed areas, flower and shrub beds, wooded areas, sidewalks, streets, and curbs in maintenance level I at the frequency specified in Attachment J-C1. Trash and litter does not include natural vegetation, such as leaves, pine straw, and limbs. All trash and litter shall be disposed of off the activity the same day as collected.

!*****
NOTE TO SPECIFICATION WRITER: The following maintenance level provides for service levels somewhat less than those of maintenance level I. These requirements would be appropriate for grounds maintenance in areas such as drill and ball fields, playgrounds, lawns around non-headquarters buildings, along roadways, common grounds in housing areas, etc. Plant pruning and cultivation services have not been included in this maintenance level, but may be added by the user if desired.
*****!

C.8 MAINTENANCE LEVEL II. The Contractor shall provide grounds maintenance services in maintenance level II areas at the times and frequencies specified in Attachment J-C1. Attachment J-C2 provides information on the location and geographic boundaries of the land parcels which make up maintenance level II areas, and a summary of the types and quantities of vegetation which they contain.

a. Grass Cutting. All grassed areas located within this maintenance level shall be cut to a uniform height between !INSERT! and !INSERT! inches at the frequencies specified in Attachment J-C1. All other requirements for grass cutting and trimming are the same as for maintenance level I, as specified in paragraph C.7.a.

b. Edging. All sidewalks, driveways, street edges, curbs, and other paved areas located within this maintenance level shall be edged in accordance with the frequencies specified in Attachment J-C1. All other requirements for edging are the same as for maintenance level I, as specified in paragraph C.7.b.

c. Fertilization. The Contractor shall furnish and apply !INSERT! pounds per acre of !__! - !__! - !__! (N-P-K) analysis fertilizer to all parcels within this maintenance level. Fertilizer shall be applied at the frequency and during the periods specified in Attachment J-C1. All other requirements for fertilization are the same as for maintenance level I, as specified in paragraph C.7.e.

d. Trash and Litter Collection and Disposal. The Contractor shall collect and dispose of trash and litter in all grassed areas, flower and shrub beds, wooded areas, sidewalks, streets, and curbs in maintenance level II at the frequency specified in Attachment J-C1. Trash and litter does not include natural vegetation, such as leaves, pine straw, and limbs. All trash and liter shall be disposed of off the activity the same day as collected.

!*****
NOTE TO SPECIFICATION WRITER: In the example below maintenance level III includes grass cutting services only. The user should add additional services from maintenance level I if desired, as well as any special requirements for maintenance level III such as access requirements for airfield and magazine areas, trimming/herbicide around runway and security lights, etc. Examples of special requirements for magazine areas and airfields are provided below. These must be tailored to include specific activity requirements or deleted if not applicable.
*****!

C.9 MAINTENANCE LEVEL III. The Contractor shall provide grass cutting services in maintenance level III areas at the times and frequencies specified in Attachment J-C1. Attachment J-C2 provides information on the location and geographic boundaries of the land parcels which make up maintenance level III areas, and a summary of the quantities of grass to be cut. With the exception of specific modifications made in the following paragraphs, all requirements for grass cutting and trimming are the same as for maintenance level I, as specified in paragraph C.7.a.

a. Magazine Areas. Grass in magazine areas shall be cut to a uniform height between !INSERT! and !INSERT! inches. Since magazines are steeply sloped with grades exceeding 1 to 1 (45 degrees), they shall be cut with sling blades, portable string trimmers, or other special equipment manufactured for such purposes. Equipment which results in gouging, plowing, or otherwise rutting of the soil shall not be permitted. Because access to magazine areas is controlled and restricted, the Contractor shall closely coordinate proposed changes in approved work schedules with the ACO to ensure access will be available.

b. Airfield Areas. Parcels 39 through 45 are airfield and airfield related areas. All grassed areas in these parcels shall be cut to a uniform height between !INSERT! and !INSERT! inches.

(1) Prior to assignment to work in airfield areas Contractor employees shall attend a !INSERT NUMBER HOURS! hour field indoctrination course provided by the Government for instruction on the proper use of radio communications equipment and airfield operation procedures. Mower operators and all persons

driving or working in airfield areas shall maintain continuous radio contact with the control tower. Two-way radios will be provided and maintained by the Government.

(2) Entry to and exit from airfield areas shall be made only from the locations and along routes designated in Attachment J-C2. Access at any other point must be approved by the ACO in advance. Employees and equipment shall not cross runways, taxiways, or aprons without advance clearance from the control tower. No equipment shall be parked or left overnight in airfield areas.

(3) Herbiciding shall be utilized to eliminate vegetative growth within 2 feet of vertical obstructions, such as lights, signs, trenches of arresting gear, chains in arresting gear, culverts, drains, and in cracks and voids of paved surfaces. Any grass or debris on aprons, taxiways, or runways shall be removed immediately.

c. Other Areas. Grassed areas in all other parcels in maintenance level III shall be cut to a uniform height between !INSERT! and !INSERT! inches.

!*****
NOTE TO SPECIFICATION WRITER: Railroad and Powerline Right-of-Ways are discussed only to illustrate the types of areas that could be included in Maintenance level IV. Similar requirements could apply to other open areas, for which the user should provide specific requirements.
*****!

C.10 MAINTENANCE LEVEL IV. (Railroad and Powerline Right-of-Ways) The Contractor shall cut all brush, weeds, grasses, and small trees one inch or less in diameter at ground level. All such vegetation shall be cut to within four inches of ground level. Cuts on railroad right-of-ways shall extend from the edge of the ballast area to the wood line, to the top of the backslope where no wood line exists, or to !INSERT NUMBER! feet on each side of the railroad center line, whichever is less. Work shall be accomplished at the frequencies specified in Attachment J-C1. Parcel locations and sizes are indicated in Attachment J-C2.

!*****
NOTE TO SPECIFICATION WRITER: The following are examples of miscellaneous services which are not limited to a specific maintenance level or parcel. Since the scope and frequency of work are well defined in the examples, they are included in the fixed-price portion of the contract. The same items could be included in the indefinite quantity portion of the contract if the frequency is not known. For example, if ditches do not always require regular cleaning, include this service in the indefinite quantity portion of the contract. Add additional miscellaneous services as needed.
*****!

C.11 MISCELLANEOUS FIRM FIXED-PRICE SERVICES

a. Ditch Cleaning. All ditches specified in Attachment J-C2 shall be cleaned at the frequency specified in Attachment J-C1. Vegetative growth in drainage ditches shall be cut to a height of !INSERT! inches on bottom and sides. All wood and brush cuttings, trash, and debris shall be removed and disposed of off the activity the same day of cleaning. Mouths of ditches, inlets, and outlets shall be cleared of sediment, vegetation, and debris to allow unrestricted flow of water. Where ditch bottoms are paved, all mud and

debris shall be removed from the paved surface and disposed of off the activity the same day of cleaning. Where ditch bottoms are not vegetated and have intermittent water flow, woody and aquatic vegetation shall be removed or chemically treated. Approved herbicides for vegetation control may be permitted.

b. Fence Line Maintenance. Fence line maintenance shall consist of the removal of grass, weeds, trees (less than two inches in diameter at ground level), and all other vegetative growth to ground or pavement level within !INSERT! inches on both sides of fence lines. Unless otherwise specified in Attachment J-C2, removal may be by either mechanical or approved chemical methods. Work shall be accomplished at the frequencies specified in Attachment J-C1. Debris generated by fence line maintenance operations shall be removed and disposed of off the activity the same working day.

!*****
NOTE TO SPECIFICATION WRITER: The following clause is included to describe the procedures that will be used to order indefinite quantity work, and to illustrate how detailed scopes of work must be provided for each contract line item. If additional line items are added by the user, they too should be described in detail in this clause.
*****!

C.12 INDEFINITE QUANTITY WORK ITEMS. All indefinite quantity work items will be ordered using DD Form 1155, as specified in the "PROCEDURES FOR ISSUING ORDERS" clause, Section G. Details of the work required will accompany the DD Form 1155 giving the exact location and type of work to be accomplished. Attachment J-C7 specifies the minimum and maximum quantities that may be ordered on a single delivery order, as well as the number of working days in which the work must be completed after receipt of the order.

a. Unscheduled Grass Cutting. Unscheduled grass cutting includes a one time cutting of specific area(s) when services are required between scheduled cuttings, or in grounds areas which may not be included in the firm fixed-price portion of the contract. Work shall be performed in accordance with the standards specified in paragraph C.7.a.

b. Raking. Includes the raking and removal of leaves, pine straw and pine cones, limbs, and other debris from the raked area. All debris shall be disposed of off the activity the day of collection.

c. Tree Removal. Trees, their stumps, and above ground roots shall be removed to a depth of six inches below normal ground elevation. Removal operations shall avoid unnecessary soil excavation and ground disruption. All debris shall be disposed of off the activity the day of removal. If in a lawn area, the stump hole and any other surface damage caused by removal shall be filled with topsoil, fertilized, raked, seeded, and grass established. Fertilization, seeding, and grass establishment shall be performed in accordance with the requirements of paragraph C.12.e; however, the cost of all work shall be included in the unit price for tree removal. If the hole is not in a lawn area, it shall be filled with topsoil and the surface prepared to match the surrounding surface.

d. Stump and Above Ground Root Removal. Stumps and above ground roots shall be removed to a depth of six inches below normal ground elevation. Stump removal operations shall avoid unnecessary soil excavation and ground

disruption. All debris shall be disposed of off the activity the day of removal. If in a lawn area, the stump hole and any other surface damage caused by removal shall be filled with topsoil, fertilized, raked, seeded, and grass established. Fertilization, seeding, and grass establishment shall be performed in accordance with the requirements of paragraph C.12.e; however, the cost of all work shall be included in the unit price for stump removal. If the hole is not in a lawn area, it shall be filled with topsoil and the surface prepared to match the surrounding surface.

!*****
NOTE TO SPECIFICATION WRITER: The user should contact the geographic EFD Natural Resources Branch for guidance on the establishment of grass in the activity's area. Specify requirements for type of grass, fertilization, lime, etc.
*****!

e. Grassing. Bare and slightly eroded areas (areas which vary in size from 10 to 1,000 square feet and can be repaired with the placement of four inches or less of topsoil) shall be filled with topsoil to a minimum depth of two inches, raked, fertilized, seeded, and watered to establish a healthy grassed covering. If existing in sufficient depth topsoil shall be scarified to a depth of one to two inches prior to application of fertilizer and seed. Fertilizer shall be uniformly applied at a rate of !INSERT! pounds per 1,000 square feet. Seed shall be !INSERT SPECIFIC REQUIREMENTS!, and the area completely but lightly covered with straw mulch and watered. Matting or other suitable erosion control material shall be placed in steep terrain areas and along natural and man-made drainage ways. Establishment shall include watering and providing other continuing care as necessary to firmly establish new grass growth and ensure proper development. Grassed areas which die or fail to develop noticeable growth for a period of one year after seeding shall be re-grassed by the Contractor at no additional cost to the Government.

!*****
NOTE TO SPECIFICATION WRITER: The user should contact the geographic EFD Natural Resources Branch and/or the local U.S. Department of Agriculture Soil Conservation Service for guidance on erosion control in the activity's area. Specify requirements for type of fill, compaction requirements, depth of topsoil, etc. The "Erosion Control work item may be ordered in conjunction with "Grassing", or stabilization requirements may be specified as part of erosion control as in the following example.
*****!

f. Erosion Control. Soil erosion damage which is beyond the scope of that defined in paragraph C.12.e, shall be repaired by filling in washed out/bare areas (areas requiring less than five cubic yards of fill soil) with !INSERT! type soil to within four inches of normal ground elevation. This soil will be compacted to !INSERT!. Topsoil will then be placed to return the area to normal ground elevation; raked; fertilized with !INSERT! pounds of fertilizer per 1,000 square feet; seeded with !INSERT SPECIFIC REQUIREMENTS!; covered with straw, matting, or other material suitable to reduce the effects of erosion; and watered to establish a healthy grassed covering. Repaired areas shall be watered and otherwise cared for until grass is firmly established. Repaired areas on which grass dies or fails to develop noticeable growth, or which again erode within one year shall be repaired and re-grassed by the Contractor at no additional cost to the Government.

g. Underbrushing. All brush, weeds, and small trees (three inches and below in diameter at ground level) shall be cut back to within one inch of ground level, removed from the site, and disposed of off the activity. Any vegetation to be saved will be marked by the ACO prior to starting work. Any debris (e.g., limbs, dead trees, trash, etc.) found in the underbrushing area shall be removed from the site and disposed of off the activity.

h. Tree Pruning. Trees shall be pruned in accordance with the following guidelines to selectively remove unwanted growth and encourage trees to grow or respond in a desired manner. All tree pruning shall be accomplished under the supervision of a certified tree worker or arborist furnished by the Contractor, who is trained, experienced, and otherwise qualified in proper tree pruning techniques. Verification of such training, experience, and qualifications must be acceptable to the ACO prior to initiation of any tree pruning. Prior to starting work the Contractor shall propose a pruning plan for each tree for the approval of the ACO. Trees shall be pruned according to their natural growth habit to evenly form and balance the tree, to promote proper health and growth, to respond to damage inflicted by natural or human causes, and to prevent interference with pedestrian and vehicular traffic. All clippings and debris shall be removed and disposed of off the activity the same working day. Pruning shall be accomplished in a manner so as to:

(1) Remove dead, damaged, or diseased wood; or structurally weak limbs that may cause a safety hazard or unsightly appearance, including the removal of dead palm fronds.

(2) Remove branches that extend over buildings and endanger roofs, eaves, and windows; or hang within eight feet vertically of sidewalks, parking lots, and driveways.

(3) Provide clearance for buses, moving vans, and similar vehicles along streets.

(4) Cut back branches that overhang or grow into powerlines. Anticipate the effects of wind on branches which might fall on powerlines and cut back accordingly. Shape the entire tree rather than notch the top.

(5) Remove growth of small trees in front of windows, over entrance ways or walks, and those which will obstruct vision at street intersections.

(6) Remove sprouts which grow from the trunk. Remove sprouts to the height of the first major lateral limb.

(7) Branch stubs shall not be allowed. All branches shall be pruned (removed) back to the next major limb or the tree trunk. Pruning cuts shall be performed in a manner which leaves the branch collar exposed (with no stub beyond the branch collar).

i. Irrigation. Irrigation involves the artificial application of water to promote proper health, growth, color, and appearance of cultivated vegetation. Grassed areas, shrubs, trees, and ground cover plants shall be irrigated in accordance with the following directions.

!*****
NOTE TO SPECIFICATION WRITER: The user should specify the amount of water required based on local conditions. Watering times should be established which

avoid the heat of the day and the promotion lawn diseases.

*****!

(1) Care shall be exercised by regulating time and equipment to prevent wasting of water, erosion, run-off, or ponding due to excessive quantities or rate of application. Irrigation operations shall be conducted only between the hours !INSERT TIME! and !INSERT TIME! daily.

(2) The Contractor shall be responsible for any damage to plants, lawns, or buildings caused by careless handling of irrigation equipment. Sprinklers shall not be set in such a position as to throw water into doorways, windows, porches, parked cars, parking areas, or to impede vehicular or pedestrian traffic.

(3) Water will be furnished by the Government from the most convenient existing source of water. If a fire hydrant must be used for watering, clearance shall be obtained from the ACO before use. All other required supplies shall be furnished by the Contractor, except that Government owned and permanently installed sprinkler systems may be used where available (see Attachment J-C8). Where such installed sprinkler system equipment does not cover the area adequately, the Contractor shall provide hoses and sprinklers to irrigate the entire area uniformly.

(a) Sprinkler riser connections and sprinkler heads shall be maintained, repaired, or replaced by the Contractor as necessary to eliminate obstructions, leaks, and other defects which would prevent proper operation, at no additional cost to the Government. Replaced sprinkler heads shall be of the same make, manufacturer, and model as existing heads. Sprinkler heads shall be maintained clear of dirt and other debris for approximately one inch around their outside circumference.

(b) The Government will provide all other required maintenance to installed sprinkler systems due to normal wear and tear, to include time clocks, valve systems, and underground piping up to, but not including the sprinkler riser connection and sprinkler heads. Any damage to such systems caused by the Contractor shall be repaired or replaced by the Contractor at no expense to the Government. The Contractor shall promptly report damage to or malfunction of any sprinkler system to the ACO.

(4) Hoses, portable sprinklers, portable pipe, and similar irrigation equipment shall be removed from lawn areas at the end of each work day or when not actually in use. All valves, covers, and valve box covers shall be kept closed at all times except when in actual use.

(5) The Contractor shall abide by any local, state, or other water agency regulations or controls in force at the time of this contract.

(6) For payment purposes, irrigation shall be ordered as follows:

!*****

NOTE TO SPECIFICATION WRITER: Specify a reasonable number of feet from Government furnished sources of water to which the Contractor must be capable of watering. Five hundred feet is the maximum recommended.

*****!

(a) Government System Application. When irrigation is ordered in an area covered by a Government owned, permanently installed sprinkler system, the Contractor shall be required to turn on or otherwise open and close valves as necessary to uniformly apply water to the area. !INSERT AMOUNT! of water shall be applied unless a specific application time is specified by the ACO. As stated previously, in areas where the installed sprinkler system does not cover the area adequately, the Contractor shall provide hoses and sprinklers to irrigate the entire area uniformly at no additional cost. Payment shall be per application, at the rate bid for contract line item number (CLIN) 0002AN.

(b) Contractor System Application. When irrigation is ordered in an area which is !INSERT! feet or less from a Government provided source of water, the Contractor shall provide hoses, sprinklers, or other equipment as required to irrigate the entire area uniformly. !INSERT AMOUNT! of water shall be applied unless a specific application time is specified by the ACO. Payment shall be on a square yard basis, at the rate bid for CLIN 0002AP.

(c) Site Specific Application. When irrigation is ordered at a point of application (such as an individual tree or shrub) which is !INSERT! feet or less from a Government provided source of water, the Contractor shall provide hoses or other equipment as required to provide a specified number of gallons at the specified site(s). Payment shall be on a per application basis at the rate bid for CLIN 0002AQ. Up to 10 sites may be specified per application if within !INSERT! feet of the same water source.

(d) Distant Site Application. When irrigation is ordered at a point of application (such as an individual tree or shrub) which is more than !INSERT! feet from a Government provided source of water, the Contractor shall provide water and equipment as required to transport and provide at least !INSERT! gallons of water at the specified site. The Government will furnish water from existing outlets, as specified by the ACO. Payment shall be on a per application basis at the rate bid for CLIN 0002AR.

j. Tree and Shrub Establishment. All plants shall be nursery grown and shall bear certification indicating species, common name, and grade. Plants shall be healthy, living specimens which are considered to be number one grade stock. Planting procedures shall be in accordance with accepted nursery standards. The Contractor may invoice and payment will be made when initial planting is complete; however, the Contractor shall water and otherwise provide continuing care for new plants sufficiently to ensure proper development. All plants which die or fail to develop noticeable growth within one year of planting shall be replaced by plants of like size and type by the Contractor, at no additional cost to the Government.

(1) Trees. Trees established shall be of species !INSERT!, !INSERT!, or !INSERT! as specified in the delivery order, with trunk diameters (measured six inches up from the ground) of at least three inches. Trees shall be planted in accordance with accepted horticultural standards, including fertilization, mulching, and watering. Trees shall be guyed and staked in at least three directions.

(2) Shrubbery. Shrubbery ordered shall be shrubs of species !INSERT!, !INSERT!, or !INSERT! of the one or five gallon class size. Shrubs shall be planted in accordance with accepted horticultural standards, including fertilization, mulching, and watering.

k. Severe Shrub Pruning. Severe pruning of shrubs shall consist of removal of all or a major portion of the total growth of the shrub. The extent of pruning will be indicated by the ACO, but generally shall consist of pruning large shrubbery to a level approximately one to three feet above ground level. Debris resulting from the pruning process shall be disposed of off the activity the same day of pruning.

l. Sodding. Sod shall be !SPECIFY TYPE!. It shall be dense, uniform, and weed free; be certified to be free of disease, insects, and nematodes; and have minimum thatch and good sod strength. Strength will be assessed by lifting a piece by one end with no tearing and little stretching. It shall have been mowed to a height of one to two inches within 24 hours of lifting, and shall have a soil depth of 0.5 to 1.25 inches. Sod shall not be allowed to become dry, and when stacked shall not be allowed to heat up above 100°F.

(1) Sod shall be laid on properly prepared, well graded topsoil that is free of vegetation and has been moistened just prior to placement. Sod blocks shall be placed in rows with pieces butted firmly together. Joints in successive rows shall be staggered. Slopes shall be sodded by beginning at the bottom and laying blocks in rows across the slope. Sod on slopes steeper than 2:1 shall be held in place with wooden pegs. Immediately following placement the sod shall be rolled to ensure firm contact with soil, and cracks filled with topsoil. As soon as this process is complete, and in no case more than 60 minutes after placement, the sodded area shall be irrigated by the uniform application of ½-inch of water.

(2) The Contractor shall water and otherwise provide continuing care for sodded areas as necessary to firmly establish new grass growth and development. All grass which dies or fails to develop noticeable growth within one year of sodding shall be replaced by the Contractor at no additional cost to the Government.

m. Sprigging. Sprigs shall be fresh, healthy, living stems (stolons or rhizomes with 50 percent or more of the stems being rhizomes) and attached roots of !SPECIFY TYPE!. Sprigs shall be obtained from approved sources where the sod is heavy and thickly matted, and free from ground pearl and fairy rings. Sprigs shall be free of nut grass (cyperus rotundus), Johnson grass (sorghum halepense), and other objectionable weeds, and shall not contain material which might be detrimental to the development of the turf. Sprigs shall be planted within 48 hours of harvesting, and shall not be left unprotected in the sun for longer than 15 minutes.

(1) Sprigs shall be planted to a density of 100 linear inches of sprigs per square yard on properly prepared, well graded topsoil that is free of vegetation. Distribution shall be sufficiently uniform to ensure that the maximum spacing of sprigs shall not exceed 12 inches. Immediately after opening furrows, sprigs shall be placed and covered to a depth of approximately 2½ inches after compaction, leaving a portion of each sprig protruding above the soil level. The furrows shall be filled in such a manner that the surface is left even at the designated grade, and compacted with a roller weighing 60 to 90 pounds per linear foot. As soon as this process is complete, and in no case more than 30 minutes after sprigging has been completed, the area shall be irrigated by the uniform application of ½-inch of water in a manner which shall prevent erosion, and with watering equipment that shall not damage the finished surface.

(2) The Contractor shall water and otherwise provide continuing care for sprigged areas as necessary to firmly establish new grass growth and development. All grass which dies or fails to develop noticeable growth within one year of sprigging shall be replaced by the Contractor at no additional cost to the Government.

!*****
NOTE TO SPECIFICATION WRITER: The NAVFAC Uniform Contract Format Guide (UCFG) specifies a number of additional clauses which may be included in Section C, including the following:

PERFORMANCE EVALUATION MEETINGS	INSURANCE
DIRECTIVES	STATION REGULATIONS
ENVIRONMENTAL PROTECTION	PERMITS
DISPOSAL	SAFETY REQUIREMENTS AND REPORTS
SECURITY REQUIREMENTS	PASSES AND BADGES
CONTRACTOR EMPLOYEES	IDENTIFICATION OF CONTRACTOR VEHICLES
IDENTIFICATION OF CONTRACTOR EMPLOYEES	

Since these clauses are subject to change and are readily available in the UCFG, they have not been included in this GPWS.

*****!

END OF SECTION C

PART III - LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

SECTION J: LIST OF ATTACHMENTS

!*****
NOTE TO SPECIFICATION WRITER: The numbering system used below is designed so that the number of the Attachment refers back to the Section that it supports. Attachment J-C1 supports Section C and is the first Attachment referenced in that Section. The user should include those Attachments marked "*", as required.
*****!

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J-C1	Scheduled Grounds Maintenance Services
J-C2	Grounds Maintenance Inventory
J-C3	Government Furnished Facilities
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J-H4*	Fire Protection
J-H5*	Environmental Protection
J-H6*	Safety Requirements and Reports

ATTACHMENT J-1

DEPARTMENT OF LABOR WAGE DETERMINATION

!*****
NOTE TO SPECIFICATION WRITER: Choose one of the following.
*****!

Attached is Wage Determination !INSERT NUMBER!. This determination specifies the minimum wages and fringe benefits to be paid under this contract.

OR

A wage determination has been requested from the Department of Labor and will be incorporated by amendment upon receipt.

ATTACHMENT J-C1

SCHEDULED GROUNDS MAINTENANCE SERVICES

Grounds maintenance services shall be provided at the locations and frequencies specified below.

MAINTENANCE LEVEL I

<u>Task</u>	<u>Frequency</u>
A. Grass Cutting (per para. C.7.a) All parcels	<u>1 April to 30 September</u> Weekly at 6 to 8 calendar day intervals (27 total cuttings) <u>October, November, February, March</u> Every two weeks, 12 to 16 calendar day intervals (8 total cuttings) <u>December and January</u> Monthly at 28 to 32 calendar day intervals (2 total cuttings)
B. Edging (per para C.7.b) All parcels	<u>1 April to 31 October</u> Monthly at 28 to 32 calendar day intervals (7 total edgings) <u>January</u> One edging
C. Plant and Shrub Pruning (per para. C.7.c) All parcels	One pruning each in the months of April and October
D. Cultivation and Mulching (per para. C.7.d)	
Parcels 1 - 10 (140 plants/shrubs 8 flower beds)	One service in April and one service in July
Parcels 11 - 20 (120 plants/shrubs 14 flower beds)	One service in May and one service in August
E. Fertilization (per para. C.7.e) All parcels	Once between 1 April and 20 April
F. Trash Collection and Disposal (per para. C.7.f) Parcels 1 - 20	Between the 1st and 15th day of each calendar month (12 total collections)

MAINTENANCE LEVEL II

<u>Task</u>	<u>Frequency</u>
A. Grass Cutting (per para. C.8.a) All parcels	<u>1 April to 30 September</u> Weekly at 6 to 8 calendar day intervals (27 total cuttings) <u>October, November, March</u> Twice each month at 13 to 15 calendar day intervals (6 total cuttings) <u>December, January, and February</u> Monthly at 28 to 32 calendar day intervals (3 total cuttings)
B. Edging (per para. C.8.b) All parcels	<u>1 April to 30 September</u> Once every 42 to 48 calendar days (4 total edgings) <u>January</u> 1 edging
C. Fertilization (per para. C.8.c) All parcels	Once between 21 April and 10 May
D. Trash Collection and Disposal (per para. C.8.d) Parcels 21 - 36	Between the 16th and 30th of each calendar month (12 total collections)

MAINTENANCE LEVEL III

<u>Task</u>	<u>Frequency</u>
A. Grass Cutting (per clause C.9) All parcels	<u>1 March to 30 November</u> Monthly at 28 to 32 calendar day intervals (9 total cuttings)

MAINTENANCE LEVEL IV

<u>Task</u>	<u>Frequency</u>
A. Vegetation Cutting (per clause C.10) All parcels	Once in June and once in September (2 total cuttings)

MISCELLANEOUS FIRM FIXED-PRICE SERVICES

<u>Task</u>	<u>Frequency</u>
A. Ditch Cleaning (per para. C.11.a) All parcels	Once in October
B. Fence Line Maintenance (per para. C.11.b) All parcels	Once in May and once in November

ATTACHMENT J-C2

GROUNDS MAINTENANCE INVENTORY

!*****

NOTE TO SPECIFICATION WRITER: Two approaches may be used in providing grounds maintenance inventory information.

If accurate inventory information is available the preferred approach is to include detailed listings by parcel, similar to the examples provided below, that include information on the principal use, maintenance level, and types and quantities of vegetation to be maintained. Drawings should also be included to illustrate the relative location of parcels, major terrain features, parcel boundaries, common areas in family housing areas, access routes to airfield areas, etc.

An alternate approach for activities which do not have accurate and detailed inventory information is to include detailed drawings from which bidders may develop their own quantity estimates. Of course parcel boundaries would have to be clearly defined and enough other details provided, such as where edging is to be performed, where flower beds are located, etc., to make accurate estimating viable. Also, unit prices in the Schedule of Deductions would have to be based on a price per month rather than a price per unit, as illustrated in the second sample schedule in User's Guide paragraph III.D.

*****!

The following data and the attached drawings provide information on the location and geographic boundaries of the land areas (parcels) to be maintained under the contract, and a summary of the types and quantities of vegetation which they contain.

MAINTENANCE LEVEL I

<u>Parcel Number</u>	<u>Principle Use</u>	<u>Drawing Number</u>	<u>Grassed Areas (Acres)</u>	<u>Edging (LF)</u>	<u>Plants/ Shrubs *(EA)</u>	<u>Flower Beds (SF)</u>	<u>Hedges (LF)</u>	<u>Trash Collection (Acres)</u>
1	Admin Area	01231	2.6	950	24	2	25	2.6
2	Park	01231	10.4	185	87	12	125	15.2
3	Admin Area	01233	3.4	0	14	1	0	3.4

!ETC.!

* The actual number of plants/shrubs per parcel may vary up to 15 percent above or below the quantity stated.

MAINTENANCE LEVEL II

<u>Parcel Number</u>	<u>Principle Use</u>	<u>Grassed Drawing Number</u>	<u>Areas (Acres)</u>	<u>Trash Edging (LF)</u>	<u>Collection (Acres)</u>
21	Recreation Area	01234	6.6	175	6.6
22	Ball Field	01235	8.0	0	8.2

!ETC.!

MAINTENANCE LEVEL III

<u>Parcel Number</u>	<u>Principle Use</u>	<u>Drawing Number</u>	<u>Grassed Areas (Acres)</u>	<u>Notes</u>
37	Magazine Area	01234	47.2	1
38	Magazine Area	01234	10.9	1
39	Runway Overrun	01235	32.0	2, 3
42	Airfield	01235	19.0	3
46	Perimeter Road	01236	7.0	

!ETC.!

Notes

1. 28 magazines in parcel 37, 5 magazines in parcel 38
2. Contains runway approach lighting system
3. Contact with control tower is required at all times during mowing operations

MAINTENANCE LEVEL IV

<u>Parcel Number</u>	<u>Drawing Principle Use</u>	<u>Areas Number</u>	<u>(Acres)</u>
48	Railroad Right-of-Way	01234	2.3
51	Powerline Right-of Way	01234	3.2
52	Railroad Right-of-Way	01235	1.1
53	Powerline Right-of-Way	01235	2.6
57	Railroad Right-of-Way	01236	1.4
59	Powerline Right-of-Way	01236	2.1

!ETC.!

MISCELLANEOUS FIRM FIXED-PRICE SERVICES

Parcel <u>Number</u>	Ditches <u>(LF)</u>	Fencing (Herbicide) <u>(LF)</u>	Fencing (Mechanical) <u>(LF)</u>	Fencing (Either) <u>(LF)</u>
6	241	0	365	0
9	113	0	0	421
13	84	674	0	0
		!ETC.!		

NOTE:

EA - Each

LF - Linear Feet

SF - Square Feet

ATTACHMENT J-C3

GOVERNMENT FURNISHED FACILITIES

!*****
 NOTE TO SPECIFICATION WRITER: List all facilities that are to be provided to the Contractor. Provide descriptive characteristics and simple drawings of each facility showing Contractor areas, areas retained for use by the Government, etc.
 *****!

The following facilities will be made available for use by the Contractor, as specified in the "GOVERNMENT FURNISHED PROPERTY AND SERVICES" clause, Section C.

<u>Facility Number/Location</u>	<u>Square Feet</u>	<u>Description</u>	
5/Naval Station	3,500	Office Space (2)	600 SF
		Lounge Area (1)	350 SF
		Rest Rooms (2)	400 SF
		Maintenance Shop (1)	2,000 SF
		Hallways, stairs, etc.	<u>150 SF</u>
		TOTAL =	3,500 SF
		Exterior storage and laydown area, fenced	4,000 SF
North of Bldg 3/ Naval Station Annex		Equipment storage yard, fenced	10,000 SF

!ETC.!

ATTACHMENT J-C4

GOVERNMENT FURNISHED EQUIPMENT

!*****
NOTE TO SPECIFICATION WRITER: List all equipment that will be provided to the Contractor. Provide descriptive characteristics including manufacturer, model type, age, location, etc.
*****!

The following items of equipment will be made available for use by the Contractor, as specified in the "GOVERNMENT FURNISHED PROPERTY AND SERVICES" clause, Section C.

EQUIPMENT

<u>Item</u>	<u>Model No.</u>	<u>Brand Name</u>	<u>Age</u>	<u>Location</u>
Power Mower, 21-inch cut	A-201	Toro	5 yrs	Bldg 5
String Trimmer	401	Weed Eater	2 yrs	Bldg 5
10-inch Grinder	011702	Schaver	15 yrs	Bldg 5

!ETC.!

ATTACHMENT J-C5

GOVERNMENT FURNISHED MATERIAL

!*****
NOTE TO SPECIFICATION WRITER: List all materials that are to be provided to the Contractor. Provide descriptive characteristics including generic name, federal or commercial specifications (if applicable), and quantities of issue. Indicate how it is to be provided to the Contractor, i.e., does he/she pick it up (where and when) or will the Government deliver it?
*****!

The following material will be made available for use by the Contractor, as specified in the "GOVERNMENT FURNISHED PROPERTY AND SERVICES" clause, Section C.

<u>Description</u>	<u>Approximate Quantity</u>
Topsoil	50 cubic yards
Mulch	35 cubic yards
Fertilizer, 5-10-10	500 pounds
Trees, 3-inch trunk diameter	15
Shrubs, 1-gallon class size	47
Shrubs, 5-gallon class size	24

!ETC.!

ATTACHMENT J-C6

HERBICIDE USE RECORDS

!*****
NOTE TO SPECIFICATION WRITER: Attach a copy of NAVFAC form 6250/3.
*****!

A sample NAVFAC Form 6250/3 is attached. The Contractor shall complete this form in accordance with the requirements of paragraph C.6.d and OPNAVINST 6250.4 (series).

ATTACHMENT J-C7

INDEFINITE QUANTITY WORK REQUIREMENTS

!*****
 NOTE TO SPECIFICATION WRITER: Rapid completion requirements are costly, and in almost all instances in grounds maintenance work, unnecessary. The completion requirements and minimum and maximum quantities listed are suggested times and quantities which should be tailored by the user, if appropriate.
 *****!

This attachment specifies the minimum and maximum quantities of work that the Government will order per delivery order for indefinite quantity work. The "ALLOWED COMPLETION TIME" column indicates the number of working days that will be allowed to complete all the work ordered, from date of Contractor's receipt of the delivery order to final work completion. If multiple items are ordered on a single delivery order, completion times shall run concurrently.

<u>Item Number</u>	<u>Service</u>	<u>Minimum Quantity</u>	<u>Maximum Quantity</u>	<u>Allowed Completion Time</u>
0002AA	UNSCHEDULED GRASS CUTTING	1 ACRE	20 ACRES	3 workdays
0002AB	RAKING	500 SY	3,000 SY	10 workdays
0002AC	TREE REMOVAL	1 EA	5 EA	10 workdays
0002AD	TREE REMOVAL	1 EA	5 EA	10 workdays
0002AE	TREE REMOVAL	1 EA	5 EA	10 workdays
0002AF	STUMPS & ABOVE GROUND ROOT REMOVAL	1 EA	2 EA	10 workdays
0002AG	GRASSING	5 SY	2,000 SY	8 workdays
0002AH	EROSION CONTROL	5 CY	50 CY	8 workdays
0002AI	UNDERBRUSHING	1,000 SY	10,000 SY	10 workdays
0002AK	TREE PRUNING	2 EA	5 EA	30 workdays
0002AL	TREE PRUNING	2 EA	10 EA	30 workdays
0002AM	TREE PRUNING	2 EA	4 EA	30 workdays
0002AN	IRRIGATION	1 APL	10 APL	3 workdays
0002AP	IRRIGATION	500 SY	5,000 SY	3 workdays
0002AQ	IRRIGATION	1 APL	25 APL	3 workdays
0002AR	IRRIGATION	1 APL	15 APL	3 workdays
0002AS	TREE ESTABLISHMENT	1 EA	10 EA	15 workdays
0002AT	SHRUB ESTABLISHMENT	5 EA	20 EA	15 workdays
0002AU	SHRUB ESTABLISHMENT	5 EA	10 EA	15 workdays
0002AV	SEVERE SHRUB PRUNING	5 EA	10 EA	15 workdays
0002AW	SODDING	25 SY	500 SY	15 workdays
0002AX	SPRIGGING	25 SY	1,000 SY	15 workdays

NOTE:

APL - Application
 CY - Cubic Yard
 EA - Each
 SY - Square Yard

ATTACHMENT J-C8

IRRIGATION SYSTEM INVENTORY

!*****
NOTE TO SPECIFICATION WRITER: Indicate the location, type of control (clock or valve), and other pertinent information concerning each of the Government owned, permanently installed irrigation systems which the Contractor will be required to use under the provisions of paragraph C.12.i. If the activity has one or more clock controlled irrigation systems, the Contractor may be required to "set" the system based on times furnished by the ACO.
*****!

The Contractor shall operate and provide limited maintenance and repair to the irrigation systems listed below, in accordance with the requirements of paragraph C.12.i.

MANUAL SYSTEMS

<u>Location</u>	<u>Manual Valves</u>	<u>Number of Heads</u>	<u>Coverage (Square Feet)</u>
Parcel 1	2	18	86,200
Parcel 2	1	24	127,000

!ETC.!

ATTACHMENT J-E1

PERFORMANCE REQUIREMENTS SUMMARY TABLE

!*****
NOTE TO SPECIFICATION WRITER: A PRS table is included in this attachment as required by the NAVFAC P-68, *Contracting Manual*. See paragraph III.E of the User's Guide for additional information.
*****!

The purpose of this attachment is to:

- a. List the contract requirements and work requirements considered most critical to satisfactory contract performance (See PRS Column 1).
- b. Summarize the standards of performance in the specification for each specified work requirement (See PRS Column 2).
- c. Provide maximum allowable defect rates (MADRs) for each work requirement (See PRS Column 3). The MADR is the defect rate in a population of services which, when exceeded, indicates that the Contractor's quality control is unsatisfactory. The MADR does not represent a threshold for payment deductions. Deductions are taken for all defects (with appropriate credit for rework) regardless of whether the MADR was exceeded.
- d. Specify the percentage (weight) of contract requirement attributable to each listed work requirement (See PRS Column 4).

!*****
NOTE TO SPECIFICATION WRITER: The percentages in the WEIGHT column are used in conjunction with the Schedule of Deductions to calculate payment deductions for partially performed work. Sample payment deduction calculations are shown in most of the sample quality assurance plans in the Quality Assurance Guide of this GPWS. The user should verify that the percentages shown are representative of the activity's requirements, and modify as required. The MADRs shown are suggested rates only.
*****!

PERFORMANCE REQUIREMENTS SUMMARY TABLE

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
CONTRACT REQUIREMENT: GRASS CUTTING, MAINTENANCE LEVEL I			
A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraphs C.6.c and C.7.a)	2%	15% Item 1.a Schedule of Deductions
B. Debris removed	Collected prior to cutting; removed from site; no clippings left on walks, streets, etc. (Paragraph C.7.a)	2%	5% Item 1.a Schedule of Deductions
C. Grass cut*	Uniform height between !___! and !___! inches, clippings distributed (Paragraph C.7.a)	2%	60% Item 1.a Schedule of Deductions
D. Area trimmed	Matches height and appearance of surrounding mowed area (Paragraph C.7.a)	2%	20% Item 1.a Schedule of Deductions
CONTRACT REQUIREMENT: EDGING, MAINTENANCE LEVEL I			
A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraphs C.6.c and C.7.b)	2%	10% Item 1.b Schedule of Deductions
B. Quality edging*	Clear zone ½-inch wide by 1-inch deep provided, vegetation removed from cracks and joints (Paragraph C.7.b)	2%	75% Item 1.b Schedule of Deductions
C. Vegetation and debris removed	Debris from edging removed off site same day (Paragraph C.7.b)	2%	15% Item 1.b Schedule of Deductions
CONTRACT REQUIREMENT: PLANT AND SHRUB PRUNING, MAINTENANCE LEVEL I			
A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraph C.6.c and C.7.c)	3%	10% Item 1.c Schedule of Deductions
B. Properly pruned*	Plant balanced and formed; extraneous, dead or diseased, and new growth removed; area reduced; doors, windows, and walks clear (Paragraph C.7.c)	3%	75% Item 1.c Schedule of Deductions
C. Debris removed	Debris from pruning removed from site same day (Paragraph C.7.c)	3%	15% Item 1.c Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
------------------------------------	---	--	----------------------

CONTRACT REQUIREMENT: CULTIVATION AND MULCHING, MAINTENANCE LEVEL I

A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraphs C.6.c and C.7.d)	3%	10% Item 1.d Schedule of Deductions
B. Quality cultivation**	Depth 2 inches and distance from base not less than 18 inches; edging realigned; debris and extraneous vegetation removed (Paragraph C.7.d)	3%	50% Item 1.d Schedule of Deductions
C. Quality mulching**	Correct type of mulch to minimum depth of 3 inches (Paragraph C.7.d)	3%	40% Item 1.d Schedule of Deductions

CONTRACT REQUIREMENT: FERTILIZATION, MAINTENANCE LEVEL I

A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraphs C.6.c and C.7.e)	3%	10% Item 1.e Schedule of Deductions
B. Proper application*	Proper application rate, correct fertilizer used, uniform application (Paragraph C.7.e)	3%	90% Item 1.e Schedule of Deductions

CONTRACT REQUIREMENT: TRASH COLLECTION & DISPOSAL, MAINTENANCE LEVEL I

A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraphs C.6.c and C.7.f)	3%	10% Item 1.f Schedule of Deductions
B. Quality work*	All trash and debris collected and removed off site same day (Paragraph C.7.f)	3%	90% Item 1.f Schedule of Deductions

CONTRACT REQUIREMENT: GRASS CUTTING, MAINTENANCE LEVEL II

A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraphs C.6.c and C.8.a)	3%	15% Item 2.a Schedule of Deductions
B. Debris removed	Collected prior to cutting; removed from site; no clippings left on walks, streets, etc. (Paragraph C.8.a)	3%	5% Item 2.a Schedule of Deductions
C. Grass cut*	Uniform height btwn !___! and !___! inches, clippings distributed (Paragraph C.8.a)	3%	60% Item 2.a Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
D. Area trimmed	Matches height and appearance of surrounding mowed area (Paragraph C.8.a)	3%	20% Item 2.a Schedule of Deductions

CONTRACT REQUIREMENT: EDGING, MAINTENANCE LEVEL II

A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraphs C.6.c and C.8.b)	3%	10% Item 2.b Schedule of Deductions
B. Quality edging*	Clear zone ½-inch wide by 1-inch deep provided, vegetation removed from cracks and joints (Paragraph C.8.b)	3%	75% Item 2.b Schedule of Deductions
C. Vegetation and debris removed	Debris from edging removed off site same day (Paragraph C.8.b)	3%	15% Item 2.b Schedule of Deductions

CONTRACT REQUIREMENT: FERTILIZATION, MAINTENANCE LEVEL II

A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraphs C.6.c and C.8.c)	4%	10% Item 2.c Schedule of Deductions
B. Proper application*	Proper application rate, correct fertilizer used, uniform application (Paragraph C.8.c)	4%	90% Item 2.c Schedule of Deductions

CONTRACT REQUIREMENT: TRASH COLLECTION & DISPOSAL, MAINTENANCE LEVEL II

A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraphs C.6.c and C.8.d)	4%	10% Item 2.d Schedule of Deductions
B. Quality work*	All trash and debris collected and removed off site same day (Paragraph C.8.d)	4%	90% Item 2.d Schedule of Deductions

CONTRACT REQUIREMENT: GRASS CUTTING, MAINTENANCE LEVEL III

A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraph C.6.c and Clause C.9)	5%	10% Item 3 Schedule of Deductions
B. Debris removed	Collected prior to cutting; removed from site; no clippings left on walks, streets, etc. (Clause C.9)	5%	10% Item 3 Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
C. Grass cut*	Uniform height between !___! and !___! inches for magazines, !___! and !___! for airfields, and !___! and !___! for other areas; clippings distributed (Clause C.9)	5%	65% Item 3 Schedule of Deductions
D. Area trimmed	Matches height and appearance of surrounding mowed area (Clause C.9)	5%	15% Item 3 Schedule of Deductions

CONTRACT REQUIREMENT: VEGETATION CUTTING, MAINTENANCE LEVEL IV

A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraph C.6.c and Clause C.10)	5%	10% Item 4 Schedule of Deductions
B. Quality work*	All brush, weeds, grasses, and small trees cut within four inches of ground level (Clause C.10)	5%	90% Item 4 Schedule of Deductions

CONTRACT REQUIREMENT: MISCELLANEOUS FIRM FIXED-PRICE SERVICES

A. Timeliness	Attachment J-C1 and Contractor's approved schedule (Paragraph C.6.c and Clause C.11)	5%	10% Item 5 Schedule of Deductions
B. Quality work*	Work performed in conformance with specified quality standards (Clause C.11)	5%	90% Item 5 Schedule of Deductions

CONTRACT REQUIREMENT: INDEFINITE QUANTITY WORK

A. Timeliness	Completed within the timeframes specified (Attachment J-C7)	5%	10% of Unit Prices, CLIN 0002
B. Quality work*	Work performed in conformance quality standards, Clause C.12	5%	90% of Unit Prices, CLIN 0002

* Unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement.

** Unsatisfactory performance of either of these two work requirements will result in timeliness being rated unsatisfactory.

END OF SECTION J

QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
GROUNDS MAINTENANCE SERVICES

QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
GROUNDS MAINTENANCE SERVICES

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QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
GROUNDS MAINTENANCE SERVICES

I. INTRODUCTION. Quality assurance (QA) is a program undertaken by the Government to provide some measure of the quality of goods and services purchased from a Contractor. To accomplish this the Government, in this case the naval shore activity contracting for grounds maintenance services, must develop and implement a system that will ensure that the quantity and quality of the goods and services received comply with the requirements of the contract. This QA Guide is designed to assist the Facilities Support Contract Manager (FSCM) or other user in setting up the activity's QA program. The user is advised to refer to NAVFAC manual MO-327, *Facility Support Contract Quality Management Manual* and the NAVFAC *Random Sampling for Extrapolated Deductions (RSED V3.2)* implementation guide for more detailed information on the development and implementation of a QA Program.

A. Overview. This Guide suggests specific methods for monitoring grounds maintenance services and provides sample QA plans. These sample plans must be tailored concurrently with the tailoring of the GPWS to develop a unique QA program that fits the needs of the activity. The QA Guide is divided into five parts:

1. The Introduction presents an overview and gives information on Quality Assurance Evaluator (QAE) staffing and training.

2. QA Plan Development discusses special considerations that affect the way in which grounds maintenance services may be monitored, and suggests specific evaluation methods for each service included in this GPWS.

3. The sample QA plans include numerical examples, suggested evaluation work sheets, and sample Monthly Payment Deduction Forms for each service included in this GPWS. The Payment Deduction Forms illustrate how to use the Performance Requirements Summary (PRS) Table and inspection results to calculate deductions from the Contractor's invoice. The sample plans provided must be tailored by the user to conform with the tailored PWS.

4. Contractor's Overall Performance discusses how to use the QAE's inspection results to make an overall evaluation of Contractor performance, and provides a sample monthly summary report format.

5. Contractor Submissions provides sample information for the QAE's use in determining those submissions required from the Contractor at various times during the contract term.

B. QAE Training. Personnel tasked with monitoring the grounds maintenance services Contractor's performance must be experienced in the services to be provided and adequately trained in QA methods and procedures in order to effectively implement the activity's QA program.

1. NAVFAC P-68, *Contracting Manual*, requires all individuals assigned QAE duties to attend the QAE training course provided by each of the NAVFAC geographical Engineering Field Divisions (EFDs) within six months of their assignment, or have equivalent training as determined by the Administrative Contracting Officer (ACO). If this training has not been received the activity should take steps to have the QAE(s) attend the next available course, and in

the meantime should develop a local training program. The EFD (Code 16) should be contacted for QAE training scheduling or assistance. Additional training may also be required to ensure that appropriate knowledge is available to inspect certain grounds maintenance services.

2. In addition to being intimately familiar with the requirements of the grounds maintenance specification, QAEs must also familiarize themselves with the procedures which will be used to order indefinite quantity work, how the QAE will be notified when work has been completed and is ready for inspection, how customer complaints will be received and routed to the QAE, etc.

C. QAE Staffing. Obviously the most well developed QA program will not be effective if QAE staffing is inadequate. Ideally QAE staffing should be based on a pre-determined number of contract inspections (QA plans) and related work requirements rather than on the availability of QAEs. Once adequate QA plans have been developed the user should perform a staffing analysis to determine the required QAE staffing, then if appropriate, compare the results with the current effort. This analysis involves determining the average time needed to complete each of the inspections required (sample size or quantity of work) by each plan including travel time requirements, time required to prepare monthly reports and perform other administrative duties, time to perform any non-surveillance duties, (e.g., training, safety meetings, preparing contract modifications, making award fee determinations, etc.), etc. The NAVFAC EFDs have experience in conducting these staffing analyses and should be contacted if assistance is needed.

II. QUALITY ASSURANCE PLAN DEVELOPMENT. Ideally, QA plan development should be accomplished concurrently with development of the PWS, and viewed as a single process. The two are closely interrelated since one (the PWS) defines required work outputs and quality standards while the other defines how work outputs will be observed and measured. Many of the inspection problems which tend to turn up after contract award can be avoided by careful coordination up-front between the specification and QA plan writers. Chapters 4 and 6 of NAVFAC MO-327 discuss methods of surveillance, inspection documentation, development of QAE schedules, and other issues related to the development of QA plans. The following discussion provides information relating specifically to surveillance of grounds maintenance services.

A. Functional Considerations. Grounds maintenance services monitoring poses several unique requirements for the QAE. The following considerations are offered for the user's information.

1. Variable Frequencies of Work. Grounds maintenance work consists of tasks which are performed at differing frequencies. For example, grass cutting is typically performed weekly during warm weather months and less frequently during cool weather months. Because of this, the FSCM must recognize that more QAE effort will be devoted to grounds maintenance tasks during the summer months than at other times of the year.

2. Process Observation Requirements. Satisfactory performance of most tasks can be determined by observing the completed results of the work; e.g., grass cutting, stump removal, etc. Some tasks, however, cannot be completely evaluated after completion, but must be observed during accomplishment to determine if performance is satisfactory. For example, fertilizer application requires the QAE to watch at least a portion of the process to ensure that the

proper fertilizer is being applied at the rate specified, and that coverage is uniform.

3. Rework. As specified in the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, the Government may require the Contractor to reperform work that has been identified as being poorly performed or not performed, provided a reasonable amount of time is allowed for the rework to be completed. The following should be considered.

a. The QAE will be too busy performing surveillance during most of the day to stop and call the Contractor every time a deficiency is found. Therefore, the Contractor should be notified of discrepancies found by the QAE only at the end of the working day, unless the deficiency could affect the mission of the activity and cannot wait until the next scheduled work day for correction. The easiest way to make the Contractor aware of all noted deficiencies in writing, as required by the "CONSEQUENCES" clause, is to provide copies of completed "EVALUATION WORK SHEETS" daily. As documentation that work sheets were received, the Contractor should sign and return each form. However, the QAE should not spend time "chasing down" the Contractor's representative to get the work sheets signed.

b. Rework should normally be allowed for defects in quality of work; however, defects in some work requirements, such as timely completion, obviously cannot be reworked.

c. Provided the time of performance of rework does not approach the time of the next scheduled performance, rework is usually to the benefit of the Government since obtaining the service is the goal of the grounds maintenance contract in the first place. For example, if weekly grass cutting for a parcel is scheduled to be completed on Monday, but is not performed, it is better to make a deduction for timely completion only and allow the Contractor to perform this work the following day, rather than take payment deductions for the entire service. However, if the Contractor failed to reperform until Wednesday or later, performance would likely be too close to the next scheduled weekly cutting to be of benefit to the Government. Also, the QAE may have to waste time reinspecting the area each day until the rework is finally accomplished. One way to help mitigate this problem is to provide the Contractor specific rework completion deadlines for each defect reported. Areas could then be reinspected immediately after the deadline and payment deductions taken for work quality if the work had not been satisfactorily completed.

d. Invoice payment deductions should always be made when a documented deficiency is not satisfactorily reworked. Liquidated damages should be deducted for all documented deficiencies, whether or not rework is accomplished.

4. Combining QA Plans. Grass cutting, edging, and other services which are required in more than one maintenance level may be inspected under the same QA plan if the work requirements and levels of service are similar. For example, grass cutting in maintenance Levels I and II is included in the same sample QA plan provided in this guide.

B. Selection of Methods of Surveillance. Chapter 4 of NAVFAC MO-327 provides a general discussion of the five methods of surveillance available and the factors that influence which method(s) should be selected for use. The factors influencing the selection of a method of surveillance for a given

service include the number (population) of items to be inspected; the importance, characteristics, and location(s) of the service; and the availability of QAE resources. Specific factors which influence the selection of evaluation methods for grounds maintenance services are discussed below for each method of surveillance.

1. 100% Inspection. One hundred percent inspection is generally used for those services which are considered very important, those which have relatively small monthly populations, and those included in the indefinite quantity portion of the contract. 100% inspection is recommended for inspection of maintenance Level III and maintenance Level IV grounds maintenance tasks since monthly populations (e.g., number of cuttings) are typically small; for fertilization in maintenance Levels I and II since this occurs only once annually; and for all indefinite quantity work. If maintenance Level III and IV grass cutting or other service frequencies are large, planned sampling should be considered.

2. Random Sampling. Surveillance based on random sampling evaluates a portion of the work, accurately estimating Contractor performance through the use of statistical theory. Random sampling is most useful on large homogeneous populations where 100% inspection is not required or feasible. Generally, scheduled grounds maintenance services do not easily lend themselves to inspection by random sampling since populations are relatively small and non-homogeneous. Therefore random sampling is not recommended as a method of surveillance for any grounds maintenance services.

3. Planned Sampling. Planned sampling is similar to random sampling in that it is based on evaluating a portion of the work as the basis for evaluating the Contractor's performance. Samples are selected based on subjective rationale and the sample size is arbitrarily determined. Planned sampling is useful when population sizes are not large enough or homogeneous enough to make random sampling practical, and are too large to make 100% inspection practical. Planned sampling is therefore recommended as the primary surveillance method for almost all maintenance Level I and II grounds maintenance tasks, including grass cutting, edging, plant and shrub pruning, cultivation and mulching, and trash collection. However, if the population of these services is small the user should consider changing to 100% inspection.

4. Unscheduled Inspection. An unscheduled inspection is what the name implies. Since it does not provide any measure of the Contractor's performance it should be used only to support other methods and never as a primary method of surveillance.

5. Validated Customer Complaints. Customer complaints can be a key supportive surveillance method for grounds maintenance services, particularly in remote or out-of-the-way locations. Customers can provide quick response to unsatisfactory or nonperformed work provided they are made aware of the services to be provided and a clear means of reporting discrepancies is established. Customer complaint records should be maintained which document the nature of the complaint and, if valid, whether the problem was corrected or not. Only complaints validated by the QAE are subject to invoice deductions. A typical "Validated Customer Complaint Record" form is shown in Appendix H of NAVFAC MO-327.

C. Performance Requirements Summary. As noted previously in the User's Guide (paragraph III.E), the PRS table will be used primarily by the ACO in

conjunction with the CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES, ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK, and SCHEDULE OF DEDUCTIONS clauses, in making payment deductions for unsatisfactory performance or nonperformance of contract requirements. The table is also very useful in the preparation of QA plans since it summarizes the work requirements, standards of performance, and maximum allowable defect rates (MADRs) for each contract requirement. A sample PRS table, which reflects the contract requirements and work requirements of this GPWS, is provided in Attachment J-E1. Of course this table must be modified to reflect the requirements of the tailored PWS. NAVFAC MO-327 and the NAVFAC RSED (V3.2) implementation guide provide guidance on the development of PRS tables and calculation of payment deductions, and should be referred to by the user.

1. MADRs are defect rates above which the Contractor's quality control is considered unsatisfactory for any particular work requirement. The MADR selected for any particular work requirement should reflect both the expected population of services and the requirement's importance. For example, since the appearance of Level I areas is more critical than that of Level II, the MADR for the timeliness work requirement for grass cutting in maintenance Level I should be smaller than the same requirement for grass cutting in Level II. Note that MADRs do not affect sample sizes or the method of calculating payment deductions in any way. Suggested values are included in Attachment J-E1; however, these must be tailored by the user.

2. In the "WEIGHT" column the value of each work requirement is specified as a percentage of the price of the contract requirement with which it is associated. Careful consideration must be given to objectively assigning these percentages since they will be used in making payment deductions. One method which may be used is to calculate the cost of each work requirement using Engineered Performance Standards (EPS) and then use these costs to determine the percentage to be assigned to each work requirement. Values for timeliness work requirements will be the most difficult to determine since they are by nature subjective. The percentages suggested in GPWS Attachment J-E1 should be carefully reviewed and tailored by the user.

D. Concept of Substantially Complete. Substantial completeness is a key concept in the surveillance of grounds maintenance services. Unfortunately this concept is difficult to explain in such a way as to achieve consistent application, since it is based on subjective judgment. The general determination of substantial completeness for grounds maintenance work performance will be addressed here.

1. Definition. Substantially complete performance exists when there has been no willful departure from the terms of the contract and no omission of essential work. The Contractor has honestly and faithfully tried to perform the required work and the only variance consists of minor omissions or defects. In general, any given work requirement is substantially complete when 90%-95%-99% of the total work required for that requirement is satisfactorily completed. The percentage selected is dependent upon the type of work performed. But, keep in mind that this is a subjective judgment and that there are no clear guidelines established.

2. General Criteria. When assessing the Contractor's work performance for completeness, the QAE should be asking himself/herself a series of questions for each work requirement which makes up the service. A negative answer, or in some cases multiple negative answers, may result in rejection of the work

performed on one or more work requirements. Questions that should be asked include:

a. Are there major work omissions? A major work omission would be a part of a work requirement that if omitted or performed unsatisfactorily would have a significant impact on the overall condition of the work requirement. For example, one of the work requirements for "Grass Cutting, Maintenance Level I" is "debris removed" (see PRS table). Let's assume that in a given parcel the Contractor cut the grass but did not remove the clippings from sidewalks. The work omission in this example is of major importance and the work requirement, "debris removed" for this particular parcel would be classified as unsatisfactory.

b. Are there minor work omissions? A minor work omission by itself does not have the same impact as a major omission. For example, another work requirement for "Grass Cutting, Maintenance Level I" is "area trimmed". Let's assume that the parcel has 24 trees on it, and the Contractor does not trim around three of them. This work omission would not have a major impact on the overall work requirement; therefore, "area trimmed" would be classified as satisfactory. The QAE would still document the specific defect ("failed to trim around three trees") on the evaluation work sheet in case this omission becomes a reoccurring problem.

c. Are there reoccurring omissions? A single work omission (minor or major) may be the result of an occasional oversight on the Contractor's employees part and is to be expected from time to time. A reoccurring omission, on the other hand, is a sign of poor Contractor quality control and some action is required to correct the problem. Continuing the above situation on trimming around trees, let's assume that the Contractor continually neglects to trim around all of the trees in areas being serviced. This would be a reoccurring problem. Once this problem is identified and documented, the work requirement "area trimmed" would be classified unsatisfactory each time this work is omitted.

3. Application. The substantially complete concept will be used to determine Contractor performance of each work requirement (e.g., "quality edging" or "vegetation and debris removed") that is specified in the PRS table. Each work requirement evaluated will be classified as satisfactory (S) or unsatisfactory (U) based on the QAE's determination of substantial completion of the work specified. At the end of the month the QAE will analyze evaluation work sheets and calculate observed defect rates (ODRs) for each work requirement using the procedures specified in the appropriate QA plan.

III. SAMPLE QUALITY ASSURANCE PLANS. There are ten sample QA plans provided in this GPWS. They are:

- QA Plan #1 - Grass Cutting, Maintenance Levels I and II
- QA Plan #2 - Edging, Maintenance Levels I and II
- QA Plan #3 - Plant and Shrub Pruning
- QA Plan #4 - Cultivation and Mulching
- QA Plan #5 - Fertilization, Maintenance Levels I and II
- QA Plan #6 - Trash Collection and Disposal, Maintenance Levels I and II
- QA Plan #7 - Grass Cutting, Maintenance Level III
- QA Plan #8 - Vegetation Cutting, Maintenance Level IV
- QA Plan #9 - Miscellaneous Firm Fixed-Price Services
- QA Plan #10 - Indefinite Quantity Work

A. Of course, each sample QA plan must be tailored to reflect changes made by the user to Section C of the GPWS and the PRS table, and changes in methods of surveillance, evaluation work sheets, etc. For example, if the work requirements for Level I and Level II grass cutting are different, separate QA plans for each maintenance Level may be required.

B. Tailored QA plans should be self contained documents written in sufficient detail to preclude extensive reference to other documents or manuals. Tailored plans should contain examples of all evaluation work sheets, summary reports, and other forms which will be used for documenting Contractor performance. Sample selection, evaluation, analysis of results, and other procedures should be as detailed as possible.

C. Sample size determinations, sampling procedures, and payment deduction calculations in the sample QA plans are based on manual methods. The user should be aware that computerized methods of performing these functions have been developed which greatly reduce the time and number of manual calculations required, especially if random sampling is selected as the method of surveillance. Typically, these computer programs will determine the sample size required for a given population of services to be randomly sampled, select the appropriate number of random numbers within a given range, summarize inspection results, perform associated payment calculations, perform random sampling confidence calculations, etc. Interested users should contact their geographical EFD for copies of this and other programs which may be available.

QUALITY ASSURANCE PLAN #1
GRASS CUTTING, MAINTENANCE LEVELS I AND II

1. Contract Requirement. Grass Cutting, Maintenance Levels I and II

Work Requirements

Standards of Performance

- | | |
|-------------------|---|
| a. Timeliness | Attachment J-C1 and Contractor's approved schedule (para. C.6.c, C.7.a, and C.8.a) |
| b. Debris removed | Collected prior to cutting, removed from site, no clippings left on walks, streets, etc. (para. C.7.a and C.8.a) |
| c. Grass cut | Uniform height between !___! and !___! inches, Level I; between !___! and !___! inches, Level II; clippings distributed (para. C.7.a and C.8.a) |
| d. Area trimmed | Matches height and appearance of surrounding mowed area (para. C.7.a and C.8.a) |

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR). 2% for all work requirements in maintenance Level I and 3% for all work requirements in maintenance Level II.

4. Quantity of Work. Since there are two different maintenance levels being inspected, two quantities of work will be determined each month. The quantity of work for each maintenance level will be based on the number of parcels times the number of grass cuttings scheduled for completion in the month. Quantities will vary from month to month based on the season, the number of working days in the month, and the Contractor's approved work schedule. For example, if in maintenance Level I 10 parcels are scheduled to be cut 4 times and 12 parcels are scheduled to be cut 5 times, the quantity of work for the month for maintenance Level I would be 100 parcels $[(10 \times 4) + (12 \times 5)]$.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to increased surveillance if the observed defect rate (ODR) for any work requirement exceeds the MADR during any given month. Go to reduced surveillance if the ODRs for timeliness, grass cutting, and trimming all are less than one half the MADR for two consecutive months.

6. Sample Size

- Reduced - 10% of the scheduled services
- Normal - 20% of the scheduled services
- Increased - 30% of the scheduled services

7. Sampling Procedures. Each month the QAE will choose the appropriate number of samples for each maintenance level based on the level of surveillance being utilized. The Contractor's approved schedule will be used to determine the date on which specific parcels are to be complete and available for sampling.

Parcels will be chosen on an arbitrary and rotating basis so that selection will be consistent from month to month, and recorded on the QAE's inspection schedule.

8. Evaluation Procedures. Within 24 hours after the scheduled completion of each selected parcel the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1. Evaluations will be based on the concept of substantial completion. Generally work will be judged substantially complete (satisfactory) if there is no omission of essential work and essentially 95% or more of the total work has been completed without rework being required. In most all instances when grass cutting or trimming is considered unsatisfactory, the timeliness work requirement will also be considered unsatisfactory. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. To avoid confusion a separate work sheet will be used for each maintenance level. A brief but complete description of any noted defects, including reasons for the defects and quantity of unsatisfactory work, will be provided and rework information will be recorded, if appropriate.

b. Customer Complaints. The QAE will validate each customer complaint as soon as practical after receipt on the standard customer complaint form.

c. Unscheduled Inspections. Unscheduled inspections may be conducted on any parcel, but should be limited to those of particular importance, such as areas with command interest and areas where performance problems have been noted in the past. Unscheduled inspections may also be conducted if an unsatisfactory trend develops during the month, such as grass continually being thrown onto streets and sidewalks. Unscheduled inspections should be documented on separate EVALUATION WORK SHEETS from those used for planned sampling.

d. Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within 24 hours of notification. All work marked for correction will be reinspected by the QAE as soon as possible after the 24 hour notification and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions for each work requirement on a MONTHLY PAYMENT DEDUCTION FORM. A sample MONTHLY PAYMENT DEDUCTION FORM for maintenance Level I is attached. Note that the total number of acres scheduled for cutting must be calculated and included in line c in order to calculate ODRs. This will equal the sum of the number of acres in each parcel times the number of cuttings scheduled for the month.

a. If the ODR for a work requirement is equal to or less than its MADR, overall performance of that requirement is satisfactory. If the ODR is less than $\frac{1}{2}$ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work, and should consider whether or not reduced surveillance should be used for the coming evaluation period. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT DEDUCTION FORM.

b. If the ODR for a work requirement is greater than its MADR, overall performance of that requirement is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken. Consider whether or not increased surveillance should be used for the coming evaluation period. Payment deductions will be made as calculated on the MONTHLY PAYMENT DEDUCTION FORM.

QUALITY ASSURANCE PLAN #1
EVALUATION WORK SHEET
GRASS CUTTING, MAINTENANCE LEVELS I AND II

QAE'S SIGNATURE/DATE

MAINTENANCE LEVEL

CONTRACTOR'S SIGNATURE/DATE

Date/Time	Parcel Number	# of Acres	Work Requirements								Rework Satisfactorily Completed						Remarks
			Timeliness		Debris Removed		Grass Cut		Area Trimmed		Debris Removed		Grass Cut		Area Trimmed		
			S/U	# Unsat	S/U	# Unsat	S/U	# Unsat	S/U	# Unsat	Date	Acres	Date	Acres	Date	Acres	

TOTALS = _____

QUALITY ASSURANCE PLAN #1
MONTHLY PAYMENT DEDUCTION FORM
GRASS CUTTING, MAINTENANCE LEVELS I AND II

Analysis for period
1 Apr 93 through 30 Apr 93

Grass Cutting: Level I

<u>Calculation - Planned Sampling</u>	<u>Timeliness</u>	<u>Work Requirements</u>		<u>Area</u>
		<u>Debris</u>	<u>Grass</u>	<u>Trimmed</u>
		<u>Removed</u>	<u>Cut</u>	
a. Relative value of services (from PRS table)	<u>15%</u>	<u>5%</u>	<u>60%</u>	<u>20%</u>
b. Price per acre (from Schedule or Deductions Item 1.a or 2.a)	<u>\$ 15.00</u>	<u>\$ 5.00</u>	<u>\$ 60.00</u>	<u>\$ 20.00</u>
c. Number of acres scheduled for completion	<u>325</u>	<u>325</u>	<u>325</u>	<u>325</u>
d. Number of acres in sample	<u>68.5</u>	<u>68.5</u>	<u>68.5</u>	<u>68.5</u>
e. Number of sampled unsat acres	<u>7.7</u>	<u>1.0</u>	<u>5.5</u>	<u>7.7</u>
f. Observed defect rate (e ÷ d)	<u>11.2%</u>	<u>1.5%</u>	<u>8.0%</u>	<u>11.2%</u>
g. Defects observed outside sample (# acres unsat)	<u>3.3</u>	<u>0</u>	<u>2.1</u>	<u>3.3</u>
h. Total observed defects (e + g)	<u>11.0</u>	<u>1.0</u>	<u>7.6</u>	<u>11.0</u>
i. Number of acres reworked by Contractor	<u>N/A</u>	<u>1.0</u>	<u>5.0</u>	<u>7.8</u>
j. Number of acres reworked by Government or others	<u>N/A</u>	<u>0</u>	<u>0</u>	<u>0</u>
k. Net acres deducted at schedule price (h - i - j)	<u>11.0</u>	<u>0</u>	<u>2.6</u>	<u>3.2</u>
l. Net amount to deduct (b x k)	<u>\$ 165.00</u>	<u>\$ 0</u>	<u>\$ 156.00</u>	<u>\$ 64.00</u>
m. Deduct Government rework actual cost or at schedule price (b x j)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
n. LDs on Government rework (20% x m)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
o. LDs on all other defects [10% x b x (h - j)]	<u>\$ 16.50</u>	<u>\$.50</u>	<u>\$ 45.60</u>	<u>\$ 22.00</u>
p. Other adjustments ("-" indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
q. Total payment deductions (l + m + n + o + p)	<u>\$ 181.50</u>	<u>\$.50</u>	<u>\$ 201.60</u>	<u>\$ 22.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 469.60

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #2
EDGING, MAINTENANCE LEVELS I AND II

1. Contract Requirement. Edging, Maintenance Levels I and II

Work Requirements

Standards of Performance

- | | |
|----------------------------------|---|
| a. Timeliness | Attachment J-C1 and Contractor's approved schedule (para. C.6.c, C.7.b, and C.8.b) |
| b. Quality edging | Clear zone ½-inch wide by 1-inch deep provided, vegetation removed from cracks and joints (para. C.7.b and C.8.b) |
| c. Vegetation and debris removed | Debris from edging removed off site same day (para. C.7.b and C.8.b) |

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR). 2% for all work requirements in maintenance Level I and 3% for all work requirements in maintenance Level II.

4. Quantity of Work. Since there are two different maintenance levels being inspected, two quantities of work will be determined each month. The quantity of work for each maintenance level will be based on the number of parcels times the number of edgings scheduled for completion during the month. Quantities will vary from month to month based on the season, the number of working days in the month, and the Contractor's approved work schedule. For example, if 10 parcels in maintenance Level II are scheduled to have edging completed once during the month, the quantity of work for the month for maintenance Level II would be 10 parcels (10 x 1).

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to increased surveillance if the observed defect rate (ODR) for timeliness or quality edging exceeds the MADR during any given month. If only the ODR for vegetation removal exceeds the MADR, consider increasing the level of surveillance for that work requirement only. Go to reduced surveillance if the ODRs for timeliness and quality edging are both less than one half the MADR for two consecutive months.

6. Sample Size

- | | |
|-----------|---------------------------------|
| Reduced | - 10% of the scheduled services |
| Normal | - 20% of the scheduled services |
| Increased | - 30% of the scheduled services |

7. Sampling Procedures. Each month the QAE will choose the appropriate number of samples for each maintenance level based on the level of surveillance being utilized. The Contractor's approved schedule will be used to determine the date on which specific parcels are to be complete and available for sampling. Parcels will be chosen on an arbitrary and rotating basis so that selection will be consistent from month to month, and recorded on the QAE's inspection schedule.

8. Evaluation Procedures. Within 24 hours after the scheduled completion of each selected parcel the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1. The evaluation of each work requirement will be based on the concept of substantial completion. Generally a requirement will be judged substantially complete if there is no omission of essential work and essentially 95% or more of the total work has been completed without rework being required. In most all instances when the quality of edging is considered unsatisfactory, the timeliness and vegetation removal work requirements will also be considered unsatisfactory. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. To avoid confusion a separate work sheet will be used for each maintenance level. A brief but complete description of any noted defects, including reasons for the defects and quantity of unsatisfactory work, will be provided and rework information will be recorded, if appropriate.

b. Customer Complaints. The QAE will validate all customer complaints as soon as practical after receipt on the standard customer complaint form.

c. Unscheduled Inspections. Unscheduled inspections may be conducted on the edging in any parcel, but should be limited to those where proper edging is of particular importance, such as areas with command interest and in areas where performance problems have been noted in the past. Unscheduled inspections may also be conducted if an unsatisfactory trend develops during the month, such as debris remaining on site after the completion of edging operations. Unscheduled inspections should be documented on separate EVALUATION WORK SHEETS from those used for planned sampling.

d. Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within 24 hours of notification. All work marked for correction will be reinspected by the QAE as soon as possible after the 24 hour notification and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions for each work requirement on a MONTHLY PAYMENT DEDUCTION FORM. A sample MONTHLY PAYMENT DEDUCTION FORM for maintenance Level I is attached. Note that the total number of linear feet scheduled for edging must be calculated and included in line c in order to calculate ODRs.

a. If the ODR for a work requirement is equal to or less than its MADR, overall performance of that requirement is satisfactory. If the ODR is less than $\frac{1}{2}$ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work, and should consider whether or not reduced surveillance should be used for the coming evaluation period. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT DEDUCTION FORM.

b. If the ODR for a work requirement is greater than its MADR, overall performance of that requirement is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be

taken. Consider whether or not increased surveillance should be used for the coming evaluation period. Payment deductions will be made as calculated on the MONTHLY PAYMENT DEDUCTION FORM.

QUALITY ASSURANCE PLAN #2
EVALUATION WORK SHEET
EDGING, MAINTENANCE LEVELS I AND II

QAE'S SIGNATURE/DATE

MAINTENANCE LEVEL_____

CONTRACTOR'S SIGNATURE/DATE

Date/Time	Parcel Number	# LF	Work Requirements						Rework Sat Completed				Remarks
			Timeliness		Quality Edging		Vegetation Removed		Quality Edging		Vegetation Removed		
			S/U	# LF Unsat	S/U	# LF Unsat	S/U	# LF Unsat	Date	LF	Date	LF	

TOTALS = _____

QUALITY ASSURANCE PLAN #2
MONTHLY PAYMENT DEDUCTION FORM
EDGING, MAINTENANCE LEVELS I AND II

Analysis for period
1 Apr 93 through 30 Apr 93

Edging: Level I

<u>Calculation - Planned Sampling</u>	<u>Timeliness</u>	<u>Work Requirements</u>	
		<u>Quality Edging</u>	<u>Vegetation Removed</u>
a. Relative value of services (from PRS table)	<u>10%</u>	<u>75%</u>	<u>15%</u>
b. Price per linear foot (from Schedule of Deductions Item 1.b or 2.b)	<u>\$.002</u>	<u>\$.015</u>	<u>\$.003</u>
c. Number of linear feet scheduled for completion	<u>4,650</u>	<u>4,650</u>	<u>4,650</u>
d. Number of sampled unsat linear feet	<u>375</u>	<u>175</u>	<u>390</u>
e. Observed defect rate (d ÷ c)	<u>8.0%</u>	<u>3.7%</u>	<u>8.3%</u>
f. Defects observed outside sample (# linear feet unsat)	<u>55</u>	<u>55</u>	<u>55</u>
g. Total observed defects (d + f)	<u>430</u>	<u>230</u>	<u>445</u>
h. Number of linear feet reworked by Contractor	<u>N/A</u>	<u>55</u>	<u>90</u>
i. Number of linear feet reworked by Government or others	<u>N/A</u>	<u>0</u>	<u>0</u>
j. Net linear feet deducted at schedule price (g - h - i)	<u>430</u>	<u>175</u>	<u>355</u>
k. Net amount to deduct (b X j)	<u>\$.86</u>	<u>\$ 2.62</u>	<u>\$ 1.06</u>
l. Deduct Government rework actual cost or at schedule price (b x i)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
m. LDs on Government rework (20% x l)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
n. LDs on all other defects [10% x b x (g - i)]	<u>\$.08</u>	<u>\$.34</u>	<u>\$.13</u>
o. Other adjustments ("-" indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
p. Total payment deductions (k + l + m + n + o)	<u>\$.94</u>	<u>\$ 2.96</u>	<u>\$ 1.19</u>

TOTAL PAYMENT DEDUCTIONS = \$ 5.09

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #3
PLANT AND SHRUB PRUNING

1. Contract Requirement. Plant and Shrub Pruning

Work Requirements

Standards of Performance

- | | |
|--------------------|---|
| a. Timeliness | Attachment J-C1 and Contractor's approved schedule (para. C.6.c and C.7.c) |
| b. Properly pruned | Plant balanced and formed; extraneous, dead/diseased, and new growth removed; area reduced; doors, windows, walks clear (para. C.7.c) |
| c. Debris removed | Debris from pruning removed from site same day (para. C.7.c) |

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR). 3% for all work requirements.

4. Quantity of Work. A total of 260 plants and shrubs are listed in maintenance Level I parcels in Attachment J-C2. All plants and shrubs are pruned twice a year, once in April and once in October.

5. Level of Surveillance. The normal level of surveillance will be used for inspection of the first pruning. Go to increased surveillance immediately if at any time during the month the observed defect rate (ODR) appears to be exceeding the MADR for the work completed up to that point.

6. Sample Size

- Normal - 25% of the plants/shrubs
Increased - 50% of the plants/shrubs

7. Sampling Procedures. Prior to the months of April and October the QAE will choose the appropriate number of samples based on the level of surveillance being utilized. The number of samples and their locations need not be exact since plants tend to be located in clusters; however, samples should be arbitrarily selected and rotated from period to period. Record selected locations on the inspection schedule for the upcoming month.

8. Evaluation Procedures. Within one week after scheduled pruning completion the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1. The evaluation of each work requirement will be based on the concept of substantial completion. Generally a requirement will be judged substantially complete if there is no omission of essential work and essentially 95% or more of the total work has been completed without rework being required. In most all instances when proper pruning is considered unsatisfactory, the timeliness and debris removal work requirements will also be considered unsatisfactory. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. A brief but complete description of any noted defects, including reasons for the defects and quantity of unsatisfactory work, will be provided and rework information will be recorded, if appropriate.

b. Customer Complaints. The QAE will validate each customer complaint as soon as practical after receipt on the standard customer complaint form.

c. Unscheduled Inspections. Unscheduled inspections may be conducted on the pruning of any plant or shrub, but should be limited to those where proper pruning is of particular importance, such as areas with command interest and in areas where performance problems have been noted in the past. Unscheduled inspections may also be conducted if an unsatisfactory trend develops during the month, such as debris remaining on site after the completion of pruning operations. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

d. Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within 24 hours of notification. All work marked for correction will be reinspected by the QAE as soon as possible after the 24 hour notification and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions for each work requirement on a MONTHLY PAYMENT DEDUCTION FORM. A sample MONTHLY PAYMENT DEDUCTION FORM is attached.

a. If the ODR for a work requirement is equal to or less than its MADR, overall performance of that requirement is satisfactory. If the ODR is less than $\frac{1}{2}$ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT DEDUCTION FORM.

b. If the ODR for a work requirement is greater than its MADR, overall performance of that requirement is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken. Consider whether or not increased surveillance should be used for the next scheduled pruning. Payment deductions will be made as calculated on the MONTHLY PAYMENT DEDUCTION FORM.

QUALITY ASSURANCE PLAN #3
EVALUATION WORK SHEET
PLANT AND SHRUB PRUNING

Date/Time	Parcel Number/ Location	Work Requirements			Rework Ordered Date/Time	Rework Completed Date/Time	Remarks
		Timeliness	Plant Properly Pruned	Debris Removed			
		S/U	S/U	S/U			

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

QUALITY ASSURANCE PLAN #3
MONTHLY PAYMENT DEDUCTION FORM
PLANT AND SHRUB PRUNING

Analysis for period
1 Apr 93 through 30 Apr 93

<u>Calculation - Planned Sampling</u>	<u>Work Requirements</u>		
	<u>Timeliness</u>	<u>Properly Pruned</u>	<u>Debris Removed</u>
a. Relative value of services (from PRS table)	<u>10%</u>	<u>75%</u>	<u>15%</u>
b. Price per pruning (from Schedule of Deductions Item 1.c)	<u>\$.24</u>	<u>\$ 1.82</u>	<u>\$.36</u>
c. Number of prunings scheduled for completion	<u>260</u>	<u>260</u>	<u>260</u>
d. Number of prunings in sample	<u>65</u>	<u>65</u>	<u>65</u>
e. Number of sampled unsat services	<u>10</u>	<u>10</u>	<u>15</u>
f. Defects observed outside sample (# services unsat)	<u>1</u>	<u>1</u>	<u>0</u>
g. Total observed defects (e + f)	<u>11</u>	<u>11</u>	<u>15</u>
h. Observed defect rate (e ÷ d)	<u>15.3%</u>	<u>15.3%</u>	<u>23%</u>
i. Number of prunings reworked by Contractor	<u>N/A</u>	<u>3</u>	<u>2</u>
j. Number of prunings reworked by Government or others	<u>N/A</u>	<u>0</u>	<u>0</u>
k. Net services to deduct at schedule price (g - i - j)	<u>11</u>	<u>8</u>	<u>13</u>
l. Net amount to deduct (b x k)	<u>\$ 2.64</u>	<u>\$ 14.56</u>	<u>\$ 4.68</u>
m. Deduct for Government rework actual cost or at schedule price (b x j)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
n. LDs on Government rework (20% x m)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
o. LDs on all other defects [10% x b x (g - j)]	<u>\$.26</u>	<u>\$ 2.00</u>	<u>\$.54</u>
p. Other adjustments ("-" indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
q. Total payment deductions (l + m + n + o + p)	<u>\$ 2.90</u>	<u>\$ 16.56</u>	<u>\$ 5.22</u>

TOTAL PAYMENT DEDUCTIONS = \$ 24.68

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #4
CULTIVATION AND MULCHING

1. Contract Requirement. Cultivation and Mulching

Work Requirements

Standards of Performance

- | | |
|------------------------|---|
| a. Timeliness | Attachment J-C1 and Contractor's approved schedule (para. C.6.c and C.7.d) |
| b. Quality cultivation | Depth two inches and distance from base not less than 18 inches; edging realigned; and debris and extraneous vegetation removed (para. C.7.d) |
| c. Quality mulching | Correct type of mulch to minimum depth of three inches (para. C.7.d) |

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR). 3% for all work requirements.

4. Quantity of Work. 140 plants/shrubs and 8 flower beds are cultivated and mulched once in April and once in July; and 120 plants/shrubs and 14 flower beds are cultivated and mulched once in May and once in August.

5. Level of Surveillance. The normal level of surveillance will be used for inspection of the first service. If the observed defect rate (ODR) for either the quality cultivation or quality mulching work requirements exceeds the MADR during any given month, go to increased surveillance for the next scheduled service. Go to reduced surveillance if the ODRs for both of the two quality work requirements are less than the MADR during any given month.

6. Sample Size

- | | |
|-----------|--|
| Reduced | - 10% of the plants/shrubs and flower beds |
| Normal | - 25% of the plants/shrubs and flower beds |
| Increased | - 50% of the plants/shrubs and flower beds |

7. Sampling Procedures. Prior to the months in which services are to be performed the QAE will choose the appropriate number of samples based on the level of surveillance being utilized. The number of plant/shrub and flower bed samples and their locations need not be exact since they tend to be located in clusters; however, samples should be arbitrarily selected and rotated from period to period. Record selected locations on the inspection schedule for the upcoming month.

8. Evaluation Procedures. Within 24 hours after scheduled work completion, the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1. The evaluation of each work requirement will be based on the concept of substantial completion. Generally a requirement will be judged substantially complete if there is no omission of essential work and essentially 95% or more of the total work has been completed without rework being required. In most all instances when the quality of either cultivation or mulching are

considered unsatisfactory, the timeliness work requirement will also be considered unsatisfactory. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. A brief but complete description of any noted defects will be provided and rework information will be recorded, if appropriate.

b. Customer Complaints. The QAE will validate each customer complaint as soon as practical after receipt on the standard customer complaint form.

c. Unscheduled Inspections. Unscheduled inspections may be conducted on any cultivation/mulching, but should be limited to those where proper cultivation/mulching is of particular importance, such as areas with command interest and in areas where performance problems have been noted in the past. Unscheduled inspections may also be conducted if an unsatisfactory trend develops during the month, such as debris repeatedly being left on site after the completion of a cultivation. Unscheduled inspections should be documented on separate EVALUATION WORK SHEETS from those used for planned sampling.

d. Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within 24 hours of notification. All work marked for correction will be reinspected by the QAE as soon as possible after the 24 hour notification and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions for each work requirement on a MONTHLY PAYMENT DEDUCTION FORM. A sample MONTHLY PAYMENT DEDUCTION FORM is attached.

a. If the ODR for a work requirement is equal to or less than its MADR, overall performance of that requirement is satisfactory. If the ODR is less than $\frac{1}{2}$ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work, and should consider whether or not reduced surveillance should be used for the next scheduled cultivation. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT DEDUCTION FORM.

b. If the ODR for a work requirement is greater than its MADR, overall performance of that requirement is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken. Consider whether or not increased surveillance should be used for the next scheduled cultivation. Payment deductions will be made as calculated on the MONTHLY PAYMENT DEDUCTION FORM.

QUALITY ASSURANCE PLAN #4
EVALUATION WORK SHEET
CULTIVATION AND MULCHING

Date/Time	Parcel Number/ Location	Work Requirements			Rework Ordered Date/Time	Rework Completed Date/Time	Remarks
		Timeliness	Quality Cultivation	Quality Mulching			
		S/U	S/U	S/U			

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

QUALITY ASSURANCE PLAN #4
MONTHLY PAYMENT DEDUCTION FORM
CULTIVATION AND MULCHING

Analysis for period
1 Apr 93 through 30 Apr 93

<u>Calculation - Planned Sampling</u>	<u>Work Requirements</u>		
	<u>Timeliness</u>	<u>Quality Cultivation</u>	<u>Quality Mulching</u>
a. Relative value of services (from PRS table)	<u>10%</u>	<u>50%</u>	<u>40%</u>
b. Price per service (from Schedule of Deductions Item 1.d)	<u>\$.30</u>	<u>\$ 1.50</u>	<u>\$ 1.20</u>
c. Number of services scheduled for completion	<u>148</u>	<u>148</u>	<u>148</u>
d. Number of services in sample	<u>37</u>	<u>37</u>	<u>37</u>
e. Number of sampled unsat services	<u>9</u>	<u>9</u>	<u>3</u>
f. Defects observed outside sample (# services unsat)	<u>1</u>	<u>1</u>	<u>1</u>
g. Total observed defects (e + f)	<u>10</u>	<u>10</u>	<u>4</u>
h. Observed defect rate (e ÷ d)	<u>24.3%</u>	<u>24.3%</u>	<u>8.1%</u>
i. Number of services reworked by Contractor	<u>N/A</u>	<u>2</u>	<u>0</u>
j. Number of prunings reworked by Government or others	<u>N/A</u>	<u>0</u>	<u>0</u>
k. Net services to deduct at schedule price (g - i - j)	<u>10</u>	<u>8</u>	<u>4</u>
l. Net amount to deduct (b x k)	<u>\$ 3.00</u>	<u>\$ 12.00</u>	<u>\$ 4.80</u>
m. Deduct for Government rework actual cost or at schedule price (b x j)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
n. LDs on Government rework (20% x m)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
o. LDs on all other defects [10% x b x (g - j)]	<u>\$.30</u>	<u>\$ 1.50</u>	<u>\$.48</u>
p. Other adjustments ("-" indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
q. Total payment deductions (l + m + n + o + p)	<u>\$ 3.30</u>	<u>\$ 13.50</u>	<u>\$ 5.28</u>

TOTAL PAYMENT DEDUCTIONS = \$ 22.08

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #5
FERTILIZATION, MAINTENANCE LEVELS I AND II

1. Contract Requirement. Fertilization, Maintenance Levels I and II

Work Requirements

Standards of Performance

- | | |
|-----------------------|--|
| a. Timeliness | Attachment J-C1 and Contractor's approved schedule (para. C.6.c, C.7.e, and C.8.c) |
| b. Proper application | Proper application rate, correct fertilizer used, uniform application |

2. Primary Method of Surveillance. 100% Inspection.

3. Maximum Allowable Defect Rate (MADR). 3% for all work requirements in maintenance Level I and 4% for all work requirements in maintenance Level II.

4. Quantity of work. The quantity of work in maintenance Level I is 20 parcels, to be accomplished annually between 1 April and 20 April. The quantity of work in maintenance Level II is 16 parcels, to be accomplished annually between 21 April and 10 May.

5. Level of Surveillance. Not applicable.

6. Sample Size. Not applicable.

7. Sampling Procedures. Not applicable.

8. Evaluation Procedures. The QAE will inspect the work while in progress and evaluate both of the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. To avoid confusion a separate work sheet will be used for each maintenance level. A brief but complete description of any noted defects, including reasons for the defects and quantity of unsatisfactory work, will be provided and rework information will be recorded, if appropriate. In most all instances when proper application is considered unsatisfactory, the timeliness work requirement will also be considered unsatisfactory. Rework will normally be required when practical, and must be completed by the Contractor within 24 hours of notification. All work marked for correction will be reinspected by the QAE as soon as possible after the 24 hour notification and appropriate notations completed on the EVALUATION WORK SHEET. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month in which fertilization is completed (normally in May) the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions for each work requirement on a MONTHLY PAYMENT DEDUCTION FORM. A sample MONTHLY PAYMENT DEDUCTION FORM for maintenance Level I is attached. If the ODR for a work requirement is equal to or less than its MADR, overall performance of that requirement is satisfactory. If an ODR is greater than its MADR, overall performance is unsatisfactory and the QAE should recommend that a CDR be issued to the Contractor.

QUALITY ASSURANCE PLAN #5
EVALUATION WORK SHEET
FERTILIZATION, MAINTENANCE LEVELS I AND II

QAE ' S SIGNATURE / DATE

MAINTENANCE LEVEL_____

CONTRACTOR'S SIGNATURE/DATE

[illegible]

TOTALS = _____

QUALITY ASSURANCE PLAN #5
MONTHLY PAYMENT DEDUCTION FORM
FERTILIZATION, MAINTENANCE LEVELS I AND II

Analysis for period
1 Apr 93 through 30 Apr 93

Fertilization: Level I

		Work Requirements
		Timeliness Proper Application
<u>Calculation - 100% Inpsection</u>		
a. Relative value of services (from PRS table)	<u>10%</u>	<u>90%</u>
b. Price per acre (from Schedule of Deductions Item 1.e or 2.c)	\$ <u>5.00</u>	\$ <u>45.00</u>
c. Number of acres scheduled for completion	<u>50</u>	<u>50</u>
d. Number of unsat acres	<u>3</u>	<u>2</u>
e. Observed defect rate (d ÷ c)	<u>6.0%</u>	<u>4.0%</u>
f. Number of acres reworked by Contractor	<u>N/A</u>	<u>1</u>
g. Number of acres reworked by Government or others	<u>N/A</u>	<u>0</u>
h. Net acres deducted at schedule price (d - f - g)	<u>3</u>	<u>1</u>
i. Net amount to deduct (b x h)	\$ <u>15.00</u>	\$ <u>45.00</u>
j. Deduct for Government rework actual cost or at schedule price (b x g)	\$ <u>0</u>	\$ <u>0</u>
k. LDs on Government rework (20% x j)	\$ <u>0</u>	\$ <u>0</u>
l. LDs on all other defects [10% x b x (d - g)]	\$ <u>1.50</u>	\$ <u>9.00</u>
m. Other adjustments ("- " indicates a deduction)	\$ <u>0</u>	\$ <u>0</u>
n. Total payment deductions (i + j + k + l+ m)	\$ <u>16.50</u>	\$ <u>54.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 70.50

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #6
TRASH COLLECTION AND DISPOSAL, MAINTENANCE LEVELS I AND II

1. Contract Requirement. Trash Collection and Disposal, Maintenance Levels I and II

Work Requirements

Standards of Performance

a. Timeliness

Attachment J-C1 and Contractor's approved schedule (para. C.6.c, C.7.f, and C.8.d)

b. Quality work

All trash and debris collected and removed off site same day (para. C.7.f, and C.8.d)

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR). 3% for all work requirements in maintenance Level I and 4% for all work requirements in maintenance Level II.

4. Quantity of Work. The quantity of work in maintenance Level I is 20 parcel pick-ups per month. The quantity of work in maintenance Level II is 16 parcel pick-ups per month.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to increased surveillance if the observed defect rate (ODR) for timeliness or quality work exceeds the MADR during any given month. Go to reduced surveillance if the ODRs for timeliness and quality work are both less than one half the MADR for two consecutive months.

6. Sample Size

Reduced - 10% of the parcels
Normal - 25% of the parcels
Increased - 50% of the parcels

7. Sampling Procedures. Each month the QAE will choose the appropriate number of samples for each maintenance level based on the level of surveillance being utilized. The Contractor's approved schedule will be used to determine the date on which specific parcels are to be complete and available for sampling. Parcels will be chosen on a rotating basis so that selection will be consistent from month to month, and recorded on the QAE's inspection schedule.

8. Evaluation Procedures. Prior to the end of the day after which trash collection and disposal services are scheduled to be completed, the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1. Visiting the site as soon as possible after completion of services is very important factor in being able to determine if the work was satisfactorily performed. The evaluation of work quality will be based on the concept of substantial completion. Generally the quality of work will be judged substantially complete if there is no omission of essential work and essentially 95% or more of the total work has been completed. In most all instances when the quality of work is considered unsatisfactory, the timeliness work requirement will also be considered unsatisfactory. Discuss questionable grades

with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. To avoid confusion a separate work sheet will be used for each maintenance level. A brief but complete description of any noted defects will be provided and rework information will be recorded, if appropriate.

b. Customer Complaints. The QAE will validate each customer complaint as soon as practical after receipt on the standard customer complaint form.

c. Unscheduled Inspections. Unscheduled inspections may be conducted on any parcel, but should be limited to those of particular importance, such as areas with command interest and areas where performance problems have been noted in the past. Unscheduled inspections may also be conducted if an unsatisfactory trend develops, such as areas continually being neglected from trash collection. Unscheduled inspections should be documented on separate EVALUATION WORK SHEETS from those used for planned sampling.

d. Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within 24 hours of notification. All work marked for correction will be reinspected by the QAE as soon as possible after the 24 hour notification and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions for each work requirement on a MONTHLY PAYMENT DEDUCTION FORM. A sample MONTHLY PAYMENT DEDUCTION FORM for maintenance Level I is attached.

a. If the ODR for a work requirement is equal to or less than its MADR, overall performance of that requirement is satisfactory. If the ODR is less than $\frac{1}{2}$ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work, and should consider whether or not reduced surveillance should be used for the coming evaluation period. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT DEDUCTION FORM.

b. If the ODR for a work requirement is greater than its MADR, overall performance of that requirement is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken. Consider whether or not increased surveillance should be used for the coming evaluation period. Payment deductions will be made as calculated on the MONTHLY PAYMENT DEDUCTION FORM.

QUALITY ASSURANCE PLAN #6
EVALUATION WORK SHEET
TRASH COLLECTION AND DISPOSAL, MAINTENANCE LEVELS I AND II

QAE'S SIGNATURE/DATE

MAINTENANCE LEVEL_____

CONTRACTOR'S SIGNATURE/DATE

[illegible]

QUALITY ASSURANCE PLAN #6
MONTHLY PAYMENT DEDUCTION FORM
TRASH COLLECTION AND DISPOSAL, MAINTENANCE LEVELS I AND II

Analysis for period
1 Apr 93 through 30 Apr 93

Trash Collection and Disposal: Level I

<u>Calculation - Planned Sampling</u>	<u>Work Requirements</u>	
	<u>Timeliness</u>	<u>Quality Work</u>
a. Relative value of services (from PRS table)	<u>10%</u>	<u>90%</u>
b. Price per acre (from Schedule or Deductions Item 1.f or 2.d)	<u>\$ 2.50</u>	<u>\$ 22.50</u>
c. Number of parcels scheduled for completion	<u>20</u>	<u>20</u>
d. Number of parcels in sample	<u>5</u>	<u>5</u>
e. Number of observed sampled unsat parcels	<u>3</u>	<u>2</u>
f. Defects observed outside sample (# parcels unsat)	<u>0</u>	<u>0</u>
g. Total observed defects (e + f)	<u>3</u>	<u>2</u>
h. Observed defect rate (e ÷ d)	<u>60.0%</u>	<u>40.0%</u>
i. Number of parcels reworked by Contractor	<u>N/A</u>	<u>1</u>
j. Number of parcels reworked by Government or others	<u>N/A</u>	<u>0</u>
k. Net parcels to deduct at schedule price (g - i - j)	<u>3</u>	<u>1</u>
l. Net amount to deduct (b x k)	<u>\$ 7.50</u>	<u>\$ 22.50</u>
m. Deduct for Government rework actual cost or at schedule price (b x j)	<u>\$ 0</u>	<u>\$ 0</u>
n. LDs on Government rework (20% x m)	<u>\$ 0</u>	<u>\$ 0</u>
o. LDs on all other defects [10% x b x (g - j)]	<u>\$.75</u>	<u>\$ 4.50</u>
p. Other adjustments ("-" indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>
q. Total payment deductions (l + m + n + o + p)	<u>\$ 8.25</u>	<u>\$ 27.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 35.25

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #7
GRASS CUTTING, MAINTENANCE LEVEL III

1. Contract Requirement. Grass Cutting, Maintenance Level III

Work Requirements

Standards of Performance

- | | |
|-------------------|--|
| a. Timeliness | Attachment J-C1 and Contractor's approved schedule (para. C.6.c and clause C.9) |
| b. Debris removed | Collected prior to cutting, removed from site, no clippings left on walks, streets, etc. (clause C.9) |
| c. Grass cut | Uniform height between !__! and !__! for magazines, !__! and !__! for airfields, and !__! and !__! for other areas; clippings distributed (clause C.9) |
| d. Area trimmed | Matches height and appearance of surrounding mowed area (clause C.9) |

2. Primary Method of Surveillance. 100% Inspection.

3. Maximum Allowable Defect Rate (MADR). 5% for all work requirements.

4. Quantity of Work. The quantity of work is 15 parcels which are to be cut once a month during the period of 1 March to 30 November.

5. Level of Surveillance. Not applicable.

6. Sample Size. Not applicable.

7. Sampling Procedures. Not applicable.

8. Evaluation Procedures. Within one week after the scheduled completion of each parcel the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1. The evaluation of work quality will be based on the concept of substantial completion. Generally the quality of work will be judged substantially complete if there is no omission of essential work and essentially 95% or more of the total work has been completed. In most all instances when grass cutting or trimming are considered unsatisfactory, the timeliness work requirement will also be considered unsatisfactory. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. A brief but complete description of any noted defects, including reasons for the defects and quantity of unsatisfactory work, will be provided and rework information will be recorded, if appropriate.

b. Rework. Rework will normally be allowed when practical and must be completed by the Contractor within 24 hours of notification. All work marked

for correction will be reinspected by the QAE as soon as possible after the 24 hour notification and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions for each work requirement on a MONTHLY PAYMENT DEDUCTION FORM. A sample MONTHLY PAYMENT DEDUCTION FORM is attached.

a. If the ODR for a work requirement is equal to or less than its MADR, overall performance of that requirement is satisfactory. If the ODR is less than $\frac{1}{2}$ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT DEDUCTION FORM.

b. If the ODR for a work requirement is greater than its MADR, overall performance of that requirement is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken. Payment deductions will be made as calculated on the MONTHLY PAYMENT DEDUCTION FORM.

QUALITY ASSURANCE PLAN #7
EVALUATION WORK SHEET
GRASS CUTTING, MAINTENANCE LEVEL III

QAE ' SIGNATURE / DATE

CONTRACTOR ' S SIGNATURE / DATE

Date/Time	Parcel Number	Work Requirements *								Rework Satisfactorily Completed						Remarks
		Timeliness		Debris Removed		Grass Cut		Area Trimmed		Debris Removed		Grass Cut		Area Trimmed		
		S/U	# Unsat	S/U	# Unsat	S/U	# Unsat	S/U	# Unsat	Date	Acres	Date	Acres	Date	Acres	

TOTALS = _____

* Record # Unsat in acres

QUALITY ASSURANCE PLAN #7
MONTHLY PAYMENT DEDUCTION FORM
GRASS CUTTING, MAINTENANCE LEVEL III

Analysis for period
1 Apr 93 through 30 Apr 93

<u>Calculation - 100% Inspection</u>	<u>Timeliness</u>	<u>Work Requirements</u>		<u>Area</u>
		<u>Debris</u>	<u>Grass</u>	<u>Trimmed</u>
		<u>Removed</u>	<u>Cut</u>	
a. Relative value of services (from PRS table)	<u>10%</u>	<u>10%</u>	<u>65%</u>	<u>15%</u>
b. Price per acre (from Schedule of Deductions Item 3)	<u>\$ 6.00</u>	<u>\$ 6.00</u>	<u>\$ 39.00</u>	<u>\$ 9.00</u>
c. Number of acres scheduled for completion	<u>222</u>	<u>222</u>	<u>222</u>	<u>222</u>
d. Number of unsat acres	<u>13</u>	<u>13</u>	<u>13</u>	<u>13</u>
e. Observed defect rate (d ÷ c)	<u>5.8%</u>	<u>5.8%</u>	<u>5.8%</u>	<u>5.8%</u>
f. Number of acres reworked by Contractor	<u>N/A</u>	<u>1</u>	<u>2</u>	<u>2</u>
g. Number of acres reworked by Government or others	<u>N/A</u>	<u>0</u>	<u>0</u>	<u>0</u>
h. Net acres deducted at schedule price (d - f - g)	<u>13</u>	<u>12</u>	<u>11</u>	<u>11</u>
i. Net amount to deduct (b X h)	<u>\$ 78.00</u>	<u>\$ 72.00</u>	<u>\$ 429.00</u>	<u>\$ 9.00</u>
j. Deduct Government rework actual cost or at schedule price (b x g)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
k. LDs on Government rework (20% x j)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
l. LDs on all other defects [10% x b x (d - g)]	<u>\$ 7.80</u>	<u>\$ 7.80</u>	<u>\$ 50.70</u>	<u>\$ 11.70</u>
m. Other adjustments ("-" indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
n. Total payment deductions (i + j + k + l + m)	<u>\$ 85.80</u>	<u>\$ 79.80</u>	<u>\$ 479.70</u>	<u>\$ 110.70</u>

TOTAL PAYMENT DEDUCTIONS = \$ 756.00

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #8
VEGETATION CUTTING, MAINTENANCE LEVEL IV

1. Contract Requirement. Vegetation Cutting, Maintenance Level IV.

Work Requirements

Standards of Performance

a. Timeliness

Attachment J-C1 and Contractor's approved schedule (para. C.6.c and clause C.10)

b. Quality work

All brush, weeds, grasses, and small trees cut within 4 inches of ground level (clause C.10)

2. Primary Method of Surveillance. 100% Inspection.

3. Maximum Allowable Defect Rate (MADR). 5% for both work requirements.

4. Quantity of Work. The quantity of work equals the number of parcels in this maintenance level (eight parcels) since they are cut only once during the months of June and September.

5. Level of Surveillance. Not applicable.

6. Sample Size. Not applicable.

7. Sampling Procedures. Not applicable.

8. Evaluation Procedures. Within one week after the scheduled completion of each parcel, the QAE will make an on-site visit and evaluate both of the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief but complete description of any noted defects, including reasons for the defects and quantity of unsatisfactory work, will be provided and rework information will be recorded, if appropriate. The evaluation of work quality will be based on the concept of substantial completion. Generally the quality of work will be judged substantially complete if there is no omission of essential work and essentially 95% or more of the total work has been completed. In most all instances when the quality of work is considered unsatisfactory, the timeliness work requirement will also be considered unsatisfactory. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET. Rework will normally be allowed when practical and must be completed by the Contractor within 24 hours of notification. All work marked for correction will be reinspected by the QAE as soon as possible after the 24 hour notification and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of June and September the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions for both work requirements on a MONTHLY PAYMENT DEDUCTION FORM. A sample MONTHLY PAYMENT DEDUCTION FORM is attached. If the ODR for a work requirement is equal to or less than its MADR, overall performance of that requirement is satisfactory. If an ODR is greater than its MADR, overall performance is unsatisfactory and the QAE should recommend that a CDR be issued to the Contractor.

QUALITY ASSURANCE PLAN #8
EVALUATION WORK SHEET
VEGETATION CUTTING, MAINTENANCE LEVEL IV

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

Date/Time	Parcel Number	Work Requirements				Rework Satisfactorily Completed		Remarks
		Timeliness		Quality Work		Date	# Acres	
		S/U	# Acres Unsat	S/U	# Acres Unsat			

TOTALS = _____

QUALITY ASSURANCE PLAN #8
MONTHLY PAYMENT DEDUCTION FORM
VEGETATION CUTTING, MAINTENANCE LEVEL IV

Analysis for period
1 Apr 93 through 30 Apr 93

<u>Calculation - 100% Inspection</u>	<u>Work Requirements</u>	
	<u>Timeliness</u>	<u>Quality Work</u>
a. Relative value of services (from PRS table)	<u>10%</u>	<u>90%</u>
b. Price per acre (from Schedule of Deductions Item 4)	<u>\$ 2.50</u>	<u>\$ 22.50</u>
c. Number of acres scheduled for completion	<u>250</u>	<u>250</u>
d. Number of unsat acres	<u>12</u>	<u>10</u>
e. Observed defect rate (d ÷ c)	<u>4.8%</u>	<u>4.0%</u>
f. Number of acres reworked by Contractor	<u>N/A</u>	<u>4</u>
g. Number of acres reworked by Government or others	<u>N/A</u>	<u>0</u>
h. Net acres deducted at schedule price (d - f - g)	<u>12</u>	<u>6</u>
i. Net amount to deduct (b x h)	<u>\$ 30.00</u>	<u>\$ 135.00</u>
j. Deduct for Government rework actual cost or at schedule price (b x g)	<u>\$ 0</u>	<u>\$ 0</u>
k. LDs on Government rework (20% x j)	<u>\$ 0</u>	<u>\$ 0</u>
l. LDs on all other defects [10% x b x (d - g)]	<u>\$ 3.00</u>	<u>\$ 22.50</u>
m. Other adjustments ("-" indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>
n. Total payment deductions (i + j + k + l + m)	<u>\$ 33.00</u>	<u>\$ 157.50</u>

TOTAL PAYMENT DEDUCTIONS = \$ 190.50

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #9
MISCELLANEOUS FIRM FIXED-PRICE SERVICES

1. Contract Requirement. Miscellaneous Firm Fixed-Price Services, including the following:

- . Ditch cleaning
- . Fence line maintenance

Work Requirements

Standards of Performance

- | | |
|-----------------|--|
| a. Timeliness | Attachment J-C1 and Contractor's approved schedule (para. C.6.c and Clause C.11) |
| b. Quality work | Work performed in conformance with specified quality standards (clause C.11) |

2. Primary Method of Surveillance. 100% Inspection.

3. Maximum Allowable Defect Rate (MADR). 5% for both work requirements.

4. Quantity of Work. The quantity of work for ditch cleaning is 1,300 linear feet, to be accomplished once in October. The quantity of fence line maintenance is 2,920 linear feet, to be accomplished once during the months of May and November.

5. Level of Surveillance. Not applicable.

6. Sample Size. Not applicable.

7. Sampling Procedures. Not applicable.

8. Evaluation Procedures. Within one week after the scheduled completion of work, except in the case of herbiciding in which the required time will be allowed for the herbicide to become effective, the QAE will make an on-site visit and evaluate both of the work requirements listed in paragraph 1. The evaluation of work quality will be based on the concept of substantial completion. Generally the quality of work will be judged substantially complete if there is no omission of essential work and essentially 95% or more of the total work has been completed. In most all instances when the quality of work is considered unsatisfactory, the timeliness work requirement will also be considered unsatisfactory. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. A brief but complete description of any noted defects, including reasons for the defects and quantity of unsatisfactory work, will be provided and rework information will be recorded, if appropriate.

b. Rework. Rework will normally be allowed when practical and must be completed by the Contractor within 24 hours of notification. All work marked for correction will be reinspected by the QAE as soon as possible after the 24

hour notification and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month in which work is accomplished the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions for both work requirements on a MONTHLY PAYMENT DEDUCTION FORM. A sample MONTHLY PAYMENT DEDUCTION FORM for ditch cleaning is attached. If the ODR for a work requirement is equal to or less than its MADR, overall performance of that requirement is satisfactory. If an ODR is greater than its MADR, overall performance is unsatisfactory and the QAE should recommend that a CDR be issued to the Contractor.

QUALITY ASSURANCE PLAN #9
EVALUATION WORK SHEET
MISCELLANEOUS FIRM FIXED-PRICE SERVICES

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

Date/Time	Parcel Number	Work Requirements				Rework Satisfactorily Completed		Remarks
		Timeliness		Quality Work		Date	# Acres	
		S/U	# LF Unsat	S/U	# LF Unsat			

TOTALS = _____

QUALITY ASSURANCE PLAN #9
MONTHLY PAYMENT DEDUCTION FORM
MISCELLANEOUS FIRM FIXED-PRICE SERVICES

Analysis for period
1 Apr 93 through 30 Apr 93

Service: Ditch Cleaning

<u>Calculation - 100% Inspection</u>	<u>Work Requirements</u>	
	<u>Timeliness</u>	<u>Quality Work</u>
a. Relative value of services (from PRS table)	<u>10%</u>	<u>90%</u>
b. Price per linear foot (from Schedule of Deductions Item 5.a)	<u>\$.10</u>	<u>\$.90</u>
c. Number of linear feet scheduled for completion	<u>1300</u>	<u>1300</u>
d. Number of unsat linear feet	<u>150</u>	<u>150</u>
e. Observed defect rate (d ÷ c)	<u>11.5%</u>	<u>11.3%</u>
f. Number of linear feet reworked by Contractor	<u>N/A</u>	<u>70</u>
g. Number of linear feet reworked by Government or others	<u>N/A</u>	<u>0</u>
h. Net linear feet deducted at schedule price (d - f - g)	<u>150</u>	<u>80</u>
i. Net amount to deduct (b x h)	<u>\$ 15.00</u>	<u>\$ 72.00</u>
j. Deduct for Government rework actual cost or at schedule price (b x g)	<u>\$ 0</u>	<u>\$ 0</u>
k. LDs on Government rework (20% x j)	<u>\$ 0</u>	<u>\$ 0</u>
l. LDs on all other defects [10% x b x (d - g)]	<u>\$ 1.50</u>	<u>\$ 13.50</u>
m. Other adjustments ("-" indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>
n. Total payment deductions (i + j + k + l + m)	<u>\$ 16.50</u>	<u>\$ 85.50</u>

TOTAL PAYMENT DEDUCTIONS = \$ 102.00

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #10
INDEFINITE QUANTITY WORK

1. Contract Requirement. Indefinite Quantity Work Items, including the following:

- . Unscheduled grass cutting
- . Raking
- . Tree removal
- . Stump and above ground root removal
- . Grassing
- . Erosion control
- . Underbrushing
- . Tree pruning
- . Irrigation
- . Tree and shrub establishment
- . Severe shrub pruning
- . Sodding
- . Sprigging

Work Requirements

Standards of Performance

- | | |
|-----------------|---|
| a. Timeliness | Completed within the timeframes specified (Attachment J-C7) |
| b. Quality work | Work performed in conformance with quality standards, Clause C.12 |

2. Primary Method of Surveillance. 100% Inspection.

3. Maximum Allowable Defect Rate (MADR). 5% for both work requirements.

4. Quantity of Work. The total number of DD Form 1155s issued during each monthly evaluation period.

5. Level of Surveillance. Not applicable.

6. Sample Size. Not applicable.

7. Sampling Procedures. Not applicable.

8. Evaluation Procedures. Generally, the QAE will inspect the irrigation, sodding, and sprigging work items while work is in progress. Other work items will be inspected as soon as possible after notification by the Contractor that an indefinite quantity delivery order is complete, and not later than the workday following scheduled work completion. During the on-site visits the QAE will evaluate the timeliness and quality of work for each of the work items indicated on the delivery order. A brief but complete description of any noted defect will be recorded on the attached EVALUATION WORK SHEET for each defective work item.

a. Rework will normally be required. Record all appropriate rework information on the EVALUATION WORK SHEET.

b. When determining the quality of work grade to be assigned for each indefinite quantity work item, the QAE must carefully consider the total scope

of work required and subjectively judge whether it has been substantially completed by the Contractor without an inordinate amount of rework being required. Generally, the QAE should grade a work item satisfactory overall if there has been no willful departure from the contract, there is no omission of essential work, and essentially 95% or more of the total work has been completed without rework being required. In most all instances when the quality of work is considered unsatisfactory, the timeliness work requirement must also be considered unsatisfactory. The QAE should discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate observed defect rates (ODRs) for both work requirements using the formula shown below. Use only initial observations in calculating ODRs. That is, if rework is satisfactorily performed by the Contractor, the initial grade of "U" is not changed to "S".

$$\text{ODR} = \frac{\text{Number of unsatisfactory grades ("U" Grades)}}{\text{Total number of grades assigned ("S" + "U" Grades)}} \times 100$$

Example:

"U" grades for quality of work = 9

"S" grades for quality of work = 87

$$\text{ODR} = \frac{9}{9 + 87} \times 100$$

ODR for quality of work = 9.4%

a. If the ODR for a work requirement is less than its MADR, overall performance of that requirement is satisfactory for the month. If the ODR is less than ½ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work.

b. If the ODR is greater than the MADR, performance of that requirement is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor or that stronger action be taken.

c. Payment deductions, if any, will be subtracted from each indefinite quantity delivery order invoiced by the Contractor.

QUALITY ASSURANCE PLAN #10
EVALUATION WORK SHEET
INDEFINITE QUANTITY WORK

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

[illegible]

IV. CONTRACTOR'S OVERALL PERFORMANCE EVALUATION. NAVFAC MO-327 and the NAVFAC RSED (V3.2) implementation guide provide guidance in determining the Contractor's overall monthly performance for each service; how to use the PRS table and the QAE's inspection results to calculate the total payment due for each service; and how to go about correcting problem areas of performance. This paragraph provides additional information on the completion of the MONTHLY PAYMENT DEDUCTION FORMs included in the sample QA plans, and includes a sample monthly summary report.

A. Monthly Payment Deduction Form. These forms are very useful for summarizing the results of each month's inspections and illustrate how the CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES and ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK clauses, the Schedule of Deductions, the PRS table, and the QAE's completed EVALUATION WORK SHEETS are all used in calculating the total payment due for each contract requirement. The format for these forms should be tailored by the user. Other sample formats may be found in the NAVFAC MO-327, the NAVFAC RSED implementation guide, and as mentioned previously, computer programs are available which will perform and document basically the same calculations.

B. Analysis of Results. The end result of the monthly inspection process is the overall evaluation of the Contractor's performance for each grounds maintenance service inspected. Such an evaluation provides a summary of the Contractor's performance to the ACO, FSCM, QAE, customer representatives, and the Contractor. Overall performance is important in determining whether to increase, decrease, or maintain surveillance at the same level; whether to issue one or more CDRs to the Contractor or take stronger administrative actions; and points out service areas which require greater QAE and Contractor QC emphasis during the next evaluation period. Therefore, at the end of each month the QAE should complete and forward for the FSCM's approval a MONTHLY SUMMARY REPORT, in a format similar to that shown in Table 1 on the next page. Almost all of the information required to complete this summary can be taken directly from the MONTHLY PAYMENT DEDUCTION FORM included with the sample QA plans.

C. Contract Discrepancy Report (CDR). When the Contractor's overall performance for any given work requirement is unsatisfactory the QAE will recommend to the FSCM that a CDR be issued. Instructions on the use of CDRs, along with a typical format, are included in Chapter 6 of NAVFAC MO-327.

D. Recommended Deductions. The QAE will recommend to the FSCM those payment deductions that should be made. All work documented as not in compliance with the contract requirements (nonperformed or unsatisfactorily performed) is subject to payment deductions plus a 10% or 20% administrative cost (liquidated damages) in accordance with the provisions of the CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES clause, Section E. Since Government forces are normally not available to reperform work, the Government will usually either require the Contractor to reperform the work or let it go until the next scheduled occurrence. Therefore, the 10% factor would be used.

TABLE 1
MONTHLY PERFORMANCE EVALUATION REPORT
GROUNDS MAINTENANCE SERVICES
MONTH OF APRIL 1993

Contract Number: _____

Contractor: _____

SERVICE	MADR	PREVIOUS ODR	CURRENT ODR	# VCC *	CDR (YES/NO)	PAYMENT DEDUCTIONS
QA Plan # 1 - Grass Cutting, Maintenance Level I						
a. Timeliness	2%	5.7%	11.2%	1	Yes	\$ 181.50
b. Debris Removed	2%	6.2%	1.5%	2	No	\$.50
c. Grass Cut	2%	5.7%	8.0%	1	Yes	\$ 201.60
d. Area Trimmed	2%	3.4%	11.2%	0	Yes	\$ 86.00
QA Plan #1 - Grass Cutting, Maintenance Level II						
a. Timeliness	3%	6.8%	5.8%	0	Yes	\$ 5.72
b. Debris Removed	3%	3.7%	2.5%	1	No	\$ 4.16
c. Grass Cut	3%	4.1%	5.8%	1	Yes	\$ 32.07
d. Area Trimmed	3%	6.9%	7.3%	2	Yes	\$ 65.52
QA Plan #2 - Edging, Maintenance Level I						
a. Timeliness	2%	7.7%	8.0%	0	Yes	\$.94
b. Quality Edging	2%	7.2%	3.7%	1	Yes	\$ 2.96
c. Vegetation/Debris Removed	2%	7.2%	8.3%	1	Yes	\$ 1.19
QA Plan #2 - Edging, Maintenance Level II						
a. Timeliness	3%	6.9%	5.3%	0	Yes	\$.69
b. Quality Edging	3%	3.5%	4.5%	0	Yes	\$ 3.13
c. Vegetation/Debris Removed	3%	7.4%	4.8%	2	Yes	\$ 1.16
QA Plan #3 - Plant and Shrub Pruning, Maintenance Level I						
a. Timeliness	3%	N/A	15.3%	0	Yes	\$ 2.90
b. Properly Pruned	3%	N/A	15.3%	1	Yes	\$ 16.56
c. Debris Removed	3%	N/A	23.0%	1	Yes	\$ 5.22
QA Plan #4 - Cultivation and Mulching, Maintenance Level I						
a. Timeliness	3%	N/A	24.3%	0	Yes	\$ 3.30
b. Quality Cultivation	3%	N/A	24.3%	1	Yes	\$ 13.50
c. Quality Mulching	3%	N/A	8.1%	1	Yes	\$ 5.28
QA Plan #5 - Fertilization, Maintenance Level I						
a. Timeliness	3%	N/A	6.0%	N/A	Yes	\$ 16.50
b. Proper Application	3%	N/A	4.0%	N/A	Yes	\$ 54.00
QA Plan #5 - Fertilization, Maintenance Level II						
a. Timeliness	4%	N/A	3.5%	N/A	No	\$ 11.00
b. Proper Application	4%	N/A	3.9%	N/A	No	\$ 39.75
QA Plan #6 - Trash Collection and Disposal, Maintenance Level I						
a. Timeliness	3%	17.2%	60.0%	0	Yes	\$ 8.25
b. Quality Work	3%	9.5%	40.0%	1	Yes	\$ 27.00
QA Plan #6 - Trash Collection and Disposal, Maintenance Level II						
a. Timeliness	4%	17.5%	17.3%	0	Yes	\$ 9.37
b. Quality Work	4%	15.7%	11.3%	0	Yes	\$ 28.42
QA Plan #7 - Grass Cutting, Maintenance Level III						
a. Timeliness	5%	12.4%	5.8%	N/A	Yes	\$ 85.80
b. Debris Removed	5%	7.6%	5.8%	N/A	Yes	\$ 79.80
c. Grass Cut	5%	11.5%	5.8%	N/A	Yes	\$ 479.70
d. Area Trimmed	5%	5.3%	5.8%	N/A	Yes	\$ 110.70

* Number of validated customer complaints

SERVICE	MADR	PREVIOUS ODR	CURRENT ODR	# VCC *	CDR (YES/NO)	PAYMENT DEDUCTIONS
QA Plan # 8 - Vegetation Cutting, Maintenance Level IV						
NONE SCHEDULED FOR THIS MONTH						
QA Plan #9 - Miscellaneous Firm Fixed-Price Services						
NONE SCHEDULED FOR THIS MONTH						
QA Plan #10 - Indefinite Quantity Work						
a. Timeliness	5%	6.5%	7.3%	N/A	Yes	\$ 6.75
b. Quality Work	5%	8.7%	9.4%	N/A	Yes	\$ 27.75

* Number of validated customer complaints

Contractor's Invoice Amount \$ 36,343.00

Total Deductions \$ 1,584.19

Recommended Payment \$ 34,758.81

Contractor's Overall Performance for the Month: SAT_____ UNSAT_____

QAE SIGNATURE/DATE

V. CONTRACTOR SUBMISSIONS. The following sample information is provided for the QAE's use in determining those submissions required from the Contractor at various times during the contract term. The list is in order of receipt and should be used as a check sheet to insure that all submissions have been received. If needed, add items in the proper chronological order.

<u>WHAT</u>	<u>WHEN</u>	<u>RECEIVED</u>
Pre-award Survey Data	Prior to award	
Initial Work Schedule	15 days after award	
Quality Control Program	15 days after award	
Schedule of Deductions	15 days after award	
Certificate of Insurance	15 days after award	
Herbicide labels and material safety data sheets	30 calendar days after award	
Employee/vehicle pass/badge	Prior to starting	
Employee proof of citizenship	Prior to starting	
Licenses and permits	Prior to starting	
Monthly Work Schedule	Five working days prior to start of scheduled month	
Delivery Orders	Within 24 hours after completion	
Delivery Orders	With invoice	
NAVFAC form 6250/3	Monthly with payment invoice	
Invoice	Monthly	
Proposed herbicide use changes	Five working days prior to need	
Proof of tree pruning experience	Prior to starting task	
Written reply to a Contract Discrepancy Report	As needed	
Accident Report	Within 24 hrs	
Damage to Government Property and Equipment Notification	Within 24 hrs	
Application to work outside regular hours	As needed	

END OF QA GUIDE